

terms & conditions

Updated: July 2021



Individual Retreat Bookings

1. All bookings are considered provisional until a booking form has been received along with a 25% non refundable deposit.
2. The balance payment for the retreat is to be paid one month (30 days) before the event.
3. Incidental costs incurred during the stay (e.g. bar costs) will be settled by participants at/during their stay with the relevant venue.
4. The price of your Los Olivos retreat covers all elements specified on the website and retreat programme. Should a guest decide not to participate in a particular element of a retreat, no refund is due as a result.
5. Given the nature of the retreats run by Los Olivos, and the reasons for most people attending them, the minimum age for guests is 18.
6. Participants are strongly advised to have a travel insurance policy to cover any potential issues e.g. cancelled flights, which would not be covered by Los Olivos Retreats.

Cancellation Policy (general)

1. In the unlikely event that a retreat is cancelled (due to exceptional circumstances: e.g. illness of retreat leader), alternative arrangements will be made, and should attendants not wish to accept these, they will be entitled to a full refund.

Other

1. The electronic booking form is a contractual agreement and will be kept as a guest entry record. Guests will have to show a valid ID (passport) upon arrival at the retreat venue, in accordance with Spanish law.
2. Ticking the acceptance box of the Terms and Conditions in the electronic booking form implies the full acceptance by the guest/s of all the Terms and Conditions described in this document.

Los Olivos is a Christian retreat organisation with an inclusive and ecumenical ethos. We welcome people of all faiths and none, and of every race, gender and sexual orientation. Guests are expected to respect this ethos during their stay.

COVID specific terms and conditions

1. If a retreat is cancelled due to COVID, participants booked on the retreat will be offered a full refund of their booking deposit (and balance payment if paid), or alternatively given the option to move their payments to an alternative programme event.
2. Participants in Los Olivos retreats will be asked to present their documentation showing that they are fully vaccinated with an EMA recognised vaccine, with the final vaccine being administered at least 10 days before the retreat.
3. If a guest is not able to travel and join the retreat due to a positive PCR/Antigen test they will be offered a full refund, or be able to transfer their booking to a future retreat.
4. COVID safety measures at the retreat venues will be explained on arrival, and will comply with local/national regulations in place at the time.

Travel

1. Guests will organise and pay for their travel to and from Los Olivos retreats. Transfers to certain venues may be provided as a part of the retreat – please see the website for details.

Data Protection

11. According to the Spanish Law of Information Services' Society and Electronic Mail, and the Spanish Data Protection Act of Parliament, your personal details given during the booking process will be stored safely in an electronic database managed by Los Olivos Retreats. Should you wish to access, rectify, or erase your details from this database, you may do so by writing to the Los Olivos Retreats database manager at: losolivosretreats@outlook.com.