

terms & conditions

Updated: April 2019



Individual Bookings

1. All bookings are considered provisional until a booking form has been received along with a 25% non refundable deposit.
2. The balance of the booking 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. The prior agreement of the Programme Director is required before any items may be offered for sale on the premises by visiting groups or individuals.
6. Given the nature of the retreats run by Los Olivos, and the reasons for most people attending them, the minimum age for guests is 16.
7. 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

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.

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.

Prices

1. The price of your stay with Los Olivos depends on the type of activity you come to enjoy. Please, refer to our website for up to date prices.

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.

Very important

14. 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.

15. Ticking the acceptance box of the Terms and Conditions in the electronic booking form imply the full acceptance by the guest/s of all the Terms and Conditions described in this document.