

Group Bookings

1. Groups will have a minimum of 15 and a maximum of 25 participants.
2. Los Olivos Retreats will work with the group organiser to develop a bespoke programme that meets the group's requirements, needs and interests. This programme will remain provisional, and could be subject to change.
3. Once an initial programme has been agreed, Los Olivos Retreats will estimate the total price, based on an initial estimated number of participants in single and shared occupancy.
4. In order to secure the group booking, the organiser will have to complete and send a booking form (via email), together with a non-refundable deposit of 20% of the total estimated price for the entire group.
5. The balance (80%) will be paid 60 days before the retreat-pilgrimage.
6. Final numbers are to be advised 2 months before the retreat-pilgrimage, before settling up the balance, together with a list of names and accommodation preferences.
7. Unless otherwise agreed during the booking process, the group organiser will be responsible for the financial arrangements and ensure that the correct payments are for the entire group.

Cancellation Policy

8. Groups cancelling their booking at any time, will automatically lose the 20% non-refundable deposit.
9. Groups cancelling their booking more than 30 days before the retreat-pilgrimage date, will be eligible for a 50% refund of the balance.
10. Groups cancelling their booking 30 days or less before the booking date will not be eligible for a refund.

Data Protection

11. According to the Spanish Law of Information Services' Society and Electronic Mail, and the Spanish Data Protection Act of Parliament, your group's relevant personal details for the booking process will be stored safely in an electronic database managed by the 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.

Venues

12. Los Olivos Retreats has selected unique venues throughout Spain that are appropriate for the type of retreat-pilgrimage experience we seek to offer our groups. Occasionally the venues may be shared with other groups, and Los Olivos Retreats cannot be held responsible for the activities of such groups/individuals.
13. Los Olivos Retreats is in regular communication with the venues to ensure that all special requests are noted.
14. Los Olivos Retreats will have to obtain permission from the venues if a group wishes to display corporate/branded signs or marketing material at a venue.
15. For health and safety reasons, groups are not allowed to consume their own food/drinks at the retreat venues. Most venues offer soft drinks and local wines with their meals.
16. All retreat venues in Spain operate a non-smoking policy in all guest rooms and indoor areas.

Special Diets & Requirements

17. Please, advice Los Olivos Retreats during the booking process of any special diets, allergies or disabilities within the group. The staff at the venue will do their best to cater for these needs/requirements.
18. Participants with reduced mobility may find it hard to participate in some elements of our retreat-pilgrimages. To avoid disappointment, please, consult with Los Olivos Retreats before booking.

Insurance

19. Participants are responsible for travelling with a valid travel and medical insurance that will cover them in Spain during the entire stay in case of any eventuality.
20. Los Olivos Retreats is not responsible for any losses or damages of personal property, injuries, thefts or unforeseen expenses incurred by any participant during the retreat-pilgrimage. All participants should ensure that their travel insurance covers them for all these eventualities.

Los Olivos Retreats is an inclusive Christian ministry with an ecumenical ethos. We welcome people of all faiths and none, and of any gender, sexual orientation or ethnic background.