

The Spinning Barn Retreats

Terms & Conditions

1. Booking and payment

Your place on a retreat is confirmed once your completed booking has been received and the required **£100 deposit per person** has been paid.

The remaining balance must be paid **no later than 8 weeks before the start of the retreat**. This allows The Spinning Barn to make the necessary final payments to the retreat venue.

If the final balance is not received by the due date, The Spinning Barn reserves the right to treat the booking as cancelled and to make the place available to someone else.

Your booking is for the specific retreat stated on your booking confirmation.

2. Cancellation by the participant

If you need to cancel your booking, you must notify The Spinning Barn **in writing**.

A **full refund of payments made** will be given where cancellation is received in writing **at least 12 weeks before the start of the retreat**.

Unfortunately, **no refund will be available for cancellations made less than 12 weeks before the retreat**. This is because, by this stage, The Spinning Barn will have made financial commitments to the venue and other suppliers that cannot be recovered.

Retreat payments cannot be transferred to another retreat, workshop, course or other event organised by The Spinning Barn.

3. Transferring your place

If you are unable to attend, you may ask whether your place can be transferred to another person. Any such transfer must be agreed in advance by The Spinning Barn and the replacement participant must meet any relevant requirements for the retreat.

A transfer is not guaranteed, particularly where accommodation or room arrangements have already been finalised with the venue.

4. Accommodation and room allocation

Accommodation is allocated on a **first come, first served basis**.

Where the venue has a limited number of accessible or ground-floor bedrooms, these rooms are also allocated on a first come, first served basis and **cannot be guaranteed**.

If you have mobility, accessibility or other accommodation requirements, please tell us when making your booking. We will do our best to accommodate your needs and will liaise with the venue where appropriate, but we cannot guarantee that a particular room or facility will be available.

Room arrangements are subject to the facilities and policies of the individual retreat venue.

5. Retreat prices and what is included

The price of each retreat and the services included will be clearly stated on the relevant retreat information and booking page.

Unless specifically stated otherwise, participants are responsible for their own travel arrangements and any personal expenditure not included in the advertised retreat price.

6. Discount codes and promotional offers

Any discount code offered by The Spinning Barn may only be used **once per person/booking**, unless otherwise stated.

Discount codes are valid only for the retreat, booking period and circumstances specified when the code is issued.

Discount codes cannot be combined with other offers unless this is specifically stated by The Spinning Barn.

The Spinning Barn reserves the right to withdraw or amend promotional offers where there has been an error or where an offer has been used contrary to its stated terms.

7. Dietary requirements and allergies

Participants must tell The Spinning Barn about any dietary requirements, food allergies or intolerances when booking, or as soon as they become aware of them.

This information will be passed to the venue where appropriate. While every reasonable effort will be made to accommodate dietary requirements, The Spinning Barn cannot guarantee an entirely allergen-free environment.

Participants remain responsible for making informed choices about food provided during the retreat.

8. The retreat programme

The Spinning Barn reserves the right to make reasonable changes to the programme, timetable, activities, tutors or guest speakers where circumstances require.

Every effort will be made to ensure that any changes do not materially affect the overall nature or value of the retreat.

9. Venue changes or cancellation by The Spinning Barn

Although every effort will be made to deliver the retreat as advertised, circumstances outside our reasonable control may occasionally require a change of venue, date or programme.

If The Spinning Barn has to cancel a retreat, participants will be offered a refund of payments made to The Spinning Barn for that retreat, or another appropriate option where available.

The Spinning Barn cannot accept responsibility for additional costs incurred by participants, including travel, accommodation, travel tickets or other arrangements made independently of the retreat booking.

10. Travel and weather

Participants are responsible for arranging and paying for their own travel to and from the retreat venue.

The Spinning Barn cannot accept responsibility for delays, cancellations, disruption or additional costs arising from road conditions, public transport disruption, traffic, adverse weather, flooding, storms or other circumstances outside our reasonable control.

We strongly recommend that participants consider appropriate travel insurance, particularly where significant travel or other non-refundable arrangements are involved.

11. Personal belongings

Participants are responsible for their own personal belongings, equipment and valuables during the retreat.

The Spinning Barn cannot accept responsibility for loss, theft or damage to personal belongings unless caused by circumstances for which The Spinning Barn is legally responsible.

12. Accessibility and participation

Participants should make The Spinning Barn aware of any accessibility, mobility or other requirements that may affect their participation in the retreat.

Some retreat activities may involve walking, using stairs, handling fibre and equipment, or moving around the venue. Participants are responsible for ensuring that they are able to participate safely, and should discuss any concerns with The Spinning Barn before booking.

13. Venue rules, health and safety

Each retreat venue will have its own rules, health and safety procedures and requirements. These will be explained or made available to participants as appropriate during the retreat.

All participants are required to **follow the venue's rules, health and safety instructions and reasonable requests from venue staff and The Spinning Barn** at all times.

Participants must take reasonable care of themselves, other participants, venue staff, the venue and its facilities, and must not behave in a way that could put themselves or others at risk.

Any specific fire, emergency, safeguarding, accessibility or other health and safety procedures provided by the venue must be followed.

Failure to comply with venue rules or health and safety requirements may result in a participant being asked to leave the retreat. In such circumstances, no refund will be provided.

14. Behaviour

The retreats are intended to provide a friendly, welcoming and inclusive environment.

Participants are expected to treat other participants, tutors, venue staff and suppliers with courtesy and respect.

The Spinning Barn reserves the right to ask a participant to leave a retreat without refund where their behaviour is seriously disruptive, threatening, abusive or otherwise inappropriate.

15. Photography and publicity

Photographs may occasionally be taken during retreats for use in The Spinning Barn's website, newsletters and social media.

If you do not wish to appear in photographs used for promotional purposes, please let us know.

We will respect reasonable requests not to include you in promotional photographs.

16. Circumstances beyond our control

The Spinning Barn will not be liable for failure or delay in providing the retreat where this results from circumstances beyond our reasonable control.

Such circumstances may include, but are not limited to, severe weather, natural disasters, fire, flooding, epidemic or pandemic, industrial action, transport disruption, venue closure, government restrictions, or illness or other circumstances affecting key personnel.

Where such circumstances arise, we will make reasonable efforts to minimise disruption and communicate with participants as soon as practicable.

17. Liability

Nothing in these Terms & Conditions excludes or limits liability where it would be unlawful to do so.

Subject to this, The Spinning Barn will not be responsible for indirect or consequential loss, or for costs incurred by participants outside the retreat booking itself.

18. Governing law

These Terms & Conditions are governed by the laws of **England and Wales**, and any disputes will be subject to the jurisdiction of the courts of England and Wales.

19. Acceptance of these Terms & Conditions

By submitting a booking for a The Spinning Barn retreat and paying the required deposit, you confirm that you have read and accepted these Terms & Conditions.

The Spinning Barn

Norfolk, UK

www.thespinningbarn.co.uk