

# WORD HOUSE

## *Terms and conditions*

### **Payment**

To secure your booking, a 50% deposit is required within 7 days. The balance is due 65 days from the beginning of the retreat (19 January 2019). You are welcome to pay in full at the time of booking, but please note our refund policy.

How to pay? A transfer into our bank account. We will invoice you.

### **Refund policy/changes to hosting**

Your deposit is non-refundable. The balance is non-refundable. That is because we cannot insure against cancellations, and because we have to work in with the terms and conditions of the Lake House, which are stringent and non-refundable.

We understand that unexpected things happen and that life doesn't always go to plan. So, please, prior to booking, lock in the things you can. Make sure you can take annual leave, have a plan if children or grandchildren get sick, know who will be looking after pets, etc. Ask us any and every question so you will be as informed as you possibly can be.

Refunds/credits will not be given after retreat commencement, even if services, activities or meals are unused for any reason.

If, for some reason, Word House has to cancel the retreat, you will receive a full refund.

If one of us comes down with Scarlet Fever or some such thing and is unable to co-host the retreat, a wonderful, talented, suitable replacement will be found.

### **Access**

The Lake House is stunning. It is also situated on an unfenced lake amongst 6 acres of uneven country gardens. The paths and walkways navigate the gardens, however, they are often uneven and laid across gentle slopes. The Lake House can accommodate guests

with limited mobility in their Waterfront Suites with a temporary ramp for easier access. These rooms are large with a step-through shower but not full disabled facilities.

They have a buggy service which they offer between the room and the restaurant. (There is a short flight of stairs to the restaurant.) However, please note the restaurant does not offer disabled accessible toilet. They say: 'Although we are not officially categorized as wheelchair accessible accommodation, if we can do anything to make your stay with us more comfortable please let us know.'

The room where we will be working is also down two short flights of stairs. The day spa is also down a flight of stairs (re: massage).

For future retreats, we will be looking at wheelchair accessible accommodation. For this retreat, please be sure that their set-up will be okay for you. We also plan on a group walk around the lake. (This is optional.)

### **Other**

We reserve the right to refuse your booking if we feel you are not the right fit for the retreat. We truly doubt this will happen.

We are not liable for personal injury, death, damage to property or other loss whether arising from accident, cancellations, delays or any other matter beyond our control. Participants should insure against all such possibilities. All participants participate at their own risk.

We retain the right to change the program to suit weather conditions.

If you would like to book in extra treatments at the Salus Day Spa, please do so 3–4 weeks prior to the retreat to avoid disappointment. Contact the Lake House directly to make a booking.

Please confirm any special dietary needs prior to booking.

### **Group size**

Maximum group size: 14 (including Ali and Cath). Any more than this, and the retreat will lose the intimate, nurturing feeling we are creating. We want it to feel personal, not busy.

## **Inclusions:**

2 nights accommodation at the renowned Lake House.

—We are currently booked into Waterfront Rooms. This is subject to change depending on our numbers and the Lake House's availability but, rest assured, all the rooms are gorgeous.

1-hour massage OR facial at the award-winning Salus Day Spa.

All tuition and retreat materials (you may like to bring your favourite pen and journal).

A gift bag to help with your ongoing writing for wellness.

A half-hour chat with Cath and Ali on day two (as well as all the other chatting we'll manage to fit in regarding your project, thoughts, dreams).

## *Food*

*Day 1:* Lunch, afternoon tea, dinner, a glass of wine with dinner.

*Day 2:* Breakfast, morning tea, lunch, afternoon tea, dinner, a glass of wine with dinner.

*Day 3.* Breakfast, morning tea, lunch.

## **Exclusions:**

Alcohol, beyond a glass of wine with dinner.

Travel to the retreat.

Any additional snacks, drinks, coffees outside of the group meals.

Personal expenses such as laundry, extra spa treatments, shopping.

Any additional hotel expenses incurred during your stay will be charged to your room and must be settled at checkout.

