

Algemene Voorwaarden Retraites - Purposeworx

GENERAL TERMS AND CONDITIONS - PURPOSEWORX RETREATS

1. Accommodation & Group Size

Our retreats take place at our own location in Spain. We work with small groups to ensure personal attention.

Participants usually stay in shared twin rooms with individual beds.

If you prefer a single room, please let us know in advance. An additional charge may apply depending on availability.

2. Physical Ability & Health

Our retreats include outdoor activities and nature walks, ranging from light to moderate intensity.

If you have a medical condition or reduced mobility, please contact us beforehand.

Together, we'll explore what's possible for you.

You are always free to skip an activity or follow your own rhythm. Your boundaries matter.

3. Booking is Binding

Once your intake or introduction call has taken place and you've confirmed your registration, your spot is reserved.

From that moment on, cancellation or changes are no longer free of charge.

The cancellation policy is aligned with our general coaching terms, with the following additions:

Cancellation by participant:

- Cancellation between 59 and 42 days before start: deposit is non-refundable
- Between 42 and 28 days: 50% of the total amount
- Between 28 and 21 days: 75% of the total amount
- Within 21 days or no-show: 100% of the total amount

Costs already incurred (e.g. reservations, local guides) may be charged in addition.

4. Program & Travel Adjustments

Travel delays or changes in schedules may occur. These are beyond our control.

No compensation or refund can be claimed in case of travel disruptions.

We also reserve the right to adjust the program due to weather, group needs, or unforeseen circumstances.

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We always stay true to the essence and intention of the retreat.

5. Travel Documents

Each participant is responsible for valid travel documents. Please check your passport/ID and visa requirements.

We are not liable if parts of the retreat are missed due to incomplete documentation.

6. Insurance Required

A valid travel insurance with SOS emergency coverage is mandatory.

We strongly recommend a cancellation insurance to avoid financial risk in case of unexpected events.

7. Liability

We aim to provide a safe and meaningful experience. However, we also expect self-responsibility.

We are not liable for:

- Health issues of the participant
- Loss or theft of personal belongings
- Third-party errors (e.g. airlines)
- Force majeure (e.g. natural disasters, strikes, political unrest)

Our liability is always limited to the total amount paid for the retreat.

8. Conduct & Group Dynamics

We ask all participants to be open, respectful, and willing to reflect.

Please follow the guidance of your facilitators.

If someone causes disruption or jeopardizes the group process, we reserve the right to remove them from the program without refund.

9. Complaints

If you experience an issue, speak to the facilitators first - we take your feedback seriously.

If a solution cannot be found during the retreat, you may submit a written complaint within four weeks after the program ends.

Our complaints procedure follows the ethical guidelines of NOBCO.