Fitfish Terms & Conditions

Fitfish is the trading name of **Fit Fish Holidays Ltd**.

Company Number: 7378005
Registered Address: 90 Walkers Green, Marden, Hereford, HR1 3EA

These Terms & Conditions apply to Fitfish retreats, events, activities and programmes, except where separate terms are provided for a particular service.

We want everyone who joins Fitfish to feel welcomed, supported and cared for. These terms explain what you can expect from us and what we ask of you in return.

1. General Terms

All Fitfish activities and programmes are designed to support physical, emotional and spiritual wellbeing.

We take reasonable steps to provide a safe and enjoyable experience, including carrying out appropriate risk assessments and taking reasonable precautions during activities.

However, some activities, particularly physical exercise, carry inherent risks.

By participating, you agree to follow reasonable safety instructions and take responsibility for making us aware of anything that may affect your ability to participate safely.

Nothing in these terms excludes or limits our liability for death or personal injury caused by our negligence, or any other liability that cannot legally be excluded.

Fitfish reserves the right to make reasonable changes to advertised activities, classes or programmes where necessary. If a significant change affects your booking, we will explain your options.

2. Health, Safety & Participation

Your wellbeing is important to us.

- Please consult an appropriate healthcare professional before beginning a new exercise programme if you have any concerns about your health or fitness.
- You are responsible for ensuring that you feel well enough to participate in activities.
- Please let us know about any relevant health conditions, injuries or accessibility requirements that may affect your participation.
- If you feel unwell, experience pain or become uncomfortable during an activity, please stop and inform the instructor.
- Please ensure you eat and drink appropriately to support your energy and hydration needs.
- You are always welcome to adapt or sit out an activity if needed.

Fitfish may ask a participant not to take part in a particular activity where there are reasonable safety concerns.

Our retreats and programmes are designed to encourage wellbeing and are not a substitute for individual medical advice or treatment.

3. Privacy & Photography

We respect your privacy and handle personal information in accordance with our Privacy Policy and applicable data protection legislation.

During Fitfish retreats and events, photographs and videos may be taken to capture memories and, where appropriate, promote future Fitfish activities.

We will explain when photography or filming is taking place and provide an opportunity for you to tell us if you do not wish to appear in identifiable promotional images or videos.

Where consent is required, we will ask for it separately.

We will make reasonable efforts to respect your preferences.

Please refer to our Privacy Policy for further information about how personal information is collected, used and stored.

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4. Fitfish Weekend Retreats

Booking & Payment

A **£75 deposit** is required to reserve your room at a Fitfish weekend retreat.

- The deposit is deducted from the total retreat price.
- The remaining balance is due **9 weeks before the retreat begins**.
- You will receive an email explaining how to pay your remaining balance.
- You are welcome to make additional payments towards your retreat at any time.
- Bookings made within 9 weeks of the retreat require payment in full at the time of booking.

Your £75 deposit reserves one room, whether you are planning to attend alone or share with another guest.

If you would like to add someone to your room later please use the link provided in your booking confirmation email or please contact us. This will be subject to the room's capacity, the retreat arrangements and any additional charges.

Your booking is confirmed once we have received your deposit and issued confirmation.

If your balance is not received by the payment deadline, we will contact you and give you a reasonable opportunity to pay before considering cancellation of your booking. Any cancellation charges will be subject to the terms below and applicable consumer law.

5. Guest Cancellations

We understand that sometimes plans change, and we always aim to be as fair and understanding as possible.

However, organising Fitfish retreats involves making financial commitments to venues well in advance. For some retreats, we book an entire property exclusively for our guests, meaning we remain responsible for venue costs even if individual guests cancel.

If you need to cancel your booking, please let us know in writing to office@fit-fish.co.uk as soon as possible.

Cancellation Charges

The following charges are our standard guide, based on the costs and commitments involved in organising our retreats.

More than 3 months before the retreat

Your £75 deposit will normally be retained towards the costs of your cancelled booking, where this is reasonable. Any additional payments will normally be refunded.

Alternatively, you may request a transfer to another retreat, subject to availability.

Between 2 and 3 months before the retreat

A cancellation charge of up to **50% of the total retreat price** may apply.

Alternatively, you may request a transfer to another retreat, subject to availability.

Between 1 and 2 months before the retreat

A cancellation charge of up to **75% of the total retreat price** may apply.

Less than 1 month before the retreat

A cancellation charge of up to **100% of the total retreat price** may apply.

At this stage, venue and other costs are often fully committed, and it may be difficult to fill your room at short notice.

How Cancellation Charges Are Calculated

These percentages are maximum guideline charges, not automatic penalties.

Any cancellation charge will be fair and proportionate to the loss Fitfish reasonably expects to incur as a result of the cancellation.

We will take account of relevant factors, including:

- Payments and commitments already made to venues and suppliers.
- Costs that cannot reasonably be recovered.
- Costs saved because of your cancellation.
- Whether we are able to fill your room with another guest.

Your £75 deposit forms part of any cancellation charge and is not charged in addition to it.

If the amount you have already paid exceeds the applicable cancellation charge, we will refund the difference.

If the applicable charge exceeds the amount already paid, we may request the outstanding amount where legally recoverable.

We will not retain or charge more than is fair and reasonable in the circumstances.

Any statutory cancellation or refund rights that apply to your booking will take priority over these terms.

6. Transferring to Another Retreat

We understand that circumstances change, so wherever possible, we are happy to consider transferring your booking to another Fitfish retreat.

- Transfers are subject to availability.
- Normally, one transfer per booking will be permitted.
- Any difference in retreat price will need to be paid, or an appropriate refund arranged if the new retreat costs less.
- Transfers are not guaranteed, particularly close to the retreat date when venue costs may already have been committed.
- We will explain any reasonable costs associated with a requested transfer before confirming it.

Where a transfer is agreed, we will confirm the new booking arrangements in writing.

7. Transferring Your Booking to Someone Else

If you can no longer attend, you may arrange for another person to take over your booking.

We ask that you notify us at least **2 weeks before the retreat**, wherever possible, to allow time to make the necessary arrangements.

The replacement guest must meet any relevant booking requirements and agree to the retreat Terms & Conditions.

Once the replacement guest has confirmed and paid for the booking, we will refund the payments you have made, less any reasonable additional costs directly caused by the change.

We will not charge a cancellation fee simply because you have arranged a suitable replacement who has taken over your booking without causing Fitfish a financial loss.

Any applicable statutory rights to transfer a booking will be respected.

8. If Fitfish Cancels or Changes a Retreat

We do everything we reasonably can to ensure our retreats go ahead as planned.

However, occasionally circumstances may arise that make it necessary to cancel or significantly change a retreat.

If Fitfish cancels your retreat, we will offer you:

- A **full refund of all payments made to Fitfish for that retreat**, or
- The option to transfer to another retreat, if you prefer and suitable availability exists.

We will communicate any cancellation or significant change as soon as reasonably possible.

If a significant change means the retreat is no longer suitable for you, we will explain your available options and honour any applicable legal rights.

Nothing in these terms limits any additional rights or remedies you may have under applicable law.

9. Illness or Unexpected Circumstances

We understand that illness, family emergencies and unexpected situations can affect your plans.

If you are unable to attend, please contact us as soon as possible.

Although we cannot guarantee a refund outside the cancellation arrangements above, we will always consider your circumstances fairly and explore whether a transfer or replacement booking is possible.

We strongly recommend taking out suitable insurance to help protect you against unexpected cancellation costs.

10. Retreat Practical Information

Alcohol

Alcohol arrangements vary depending on the retreat venue. You will be advised of the arrangements for your chosen retreat.

Smoking

Smoking is not permitted inside retreat buildings. Where smoking is permitted outdoors, we ask guests to be considerate of others and follow the venue's rules.

Personal Belongings

Guests are responsible for taking reasonable care of their personal belongings.

Fitfish cannot accept responsibility for loss, theft or damage unless caused by our negligence or another circumstance for which we are legally responsible.

Insurance

We strongly recommend that guests obtain appropriate UK travel or holiday insurance covering cancellation, illness, personal belongings and other unexpected circumstances.

Accessibility and Individual Needs

If you have accessibility requirements, dietary needs or other considerations that may affect your stay, please contact us before booking so we can discuss what arrangements may be possible.

We will make reasonable adjustments where required by law.

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11. Healthy, Whole & Free Programme

Healthy, Whole & Free is a Fitfish wellness programme designed to help participants develop a healthier relationship with food, build sustainable habits and pursue greater freedom in their eating and wellbeing.

The programme includes digital learning materials and may include coaching, guidance or other support, depending on the package purchased.

Access and Cancellation

Access to digital programme materials may be provided immediately after purchase.

Your statutory cancellation rights depend on the type of content and services purchased, when they are supplied, and any express consent or acknowledgements obtained during checkout.

Where applicable, you may have a 14-day cancellation right. For digital content supplied immediately, that right may be lost once supply begins if the legal requirements for express consent and acknowledgement have been met.

Where the programme includes ongoing services, different cancellation and refund rules may apply.

Any applicable cancellation and refund rights will be explained during purchase and will not be restricted by these terms.

Our Golden Guarantee

We are passionate about helping you experience greater freedom in your relationship with food.

That's why we offer our **Golden Guarantee**.

If you complete the Healthy, Whole & Free programme and are still struggling to find freedom in eating or achieve realistic weight loss, where appropriate, we will work with you one-on-one to provide additional support.

The guarantee is intended to offer encouragement and continued guidance, rather than a promise of a particular weight-loss result.

Individual results vary, and our programmes do not replace professional medical or psychological advice.

The Golden Guarantee is offered in addition to, and does not replace, your statutory consumer rights.

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12. Contacting Fitfish

If you have any questions about your booking, need to discuss a cancellation or would like to speak to us about your individual circumstances, please contact the Fitfish team.

We will always do our best to respond with kindness, understanding and fairness.

Thank you for being part of Fitfish. We look forward to welcoming you!

These Terms & Conditions do not affect your statutory rights.

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