



# Terms & Conditions

In making a booking for **Rekindle Creativity: Women's Writing Retreat**, by phone or online, you agree to the following terms and conditions:

## Retreat Registrations

All registrations must be accompanied by the payment and your booking will not be confirmed until you have received written confirmation by email from us. Unpaid registrations may be treated as a cancellation. If we do not receive your payment upon booking, we reserve the right to offer the place to someone else.

## Travel Insurance

We cannot reimburse travel costs or other losses incurred by you in the event of cancellation by us or you. You are strongly advised to take out travel insurance to cover potential loss arising from cancellation or other eventuality affecting your booking, including retreat fees and travel costs. You should check that any policy you take meets your needs.

## Cancellations

Cancellations of bookings will be accepted until **May 15 or until cabins are fully booked**. Your fee will be returned less a \$50 cancellation charge. If you cancel your booking after this time, we will retain the full fee. In this case, we will do our best to find someone else to take your place and, if we succeed, your fee will be returned to you. If we cannot re-fill your place, we will retain the full payment.

## Transfers

A place in the Rekindle Creativity: Women's Writing Retreat must be attended by the person named on the booking. Bookings may be transferred to another person by prior arrangement with the Retreat Hosts.

## Changes to a Retreat

Rekindle Creativity: Women's Writing Retreat reserves the right to make changes to the advertised program and instructor but, if necessary, we always strive to replace instructors with someone of similar experience, and will give you as much notice as possible. Please note that where we have to change instructors, our standard terms and cancellation policy still apply.

In the unfortunate circumstance we need to cancel the retreat, we will return your fee in its entirety. We cannot pay travel or other costs, which you may have booked in advance. You may be able, however, to reclaim from your travel insurance policy, and our liability to you in all cases is limited to the retreat fee you have paid.

## Hotel/Resort Cancellation Policies

Attendees will review the terms and conditions, cancellation policy, and privacy policy for the selected venue. Please note hotel resort fees and applicable taxes.

## Conduct

Rekindle Creativity: Women's Writing Retreat relies on a supportive environment amongst our hosts and attendees, with understanding and tolerance being paramount. Rekindle Creativity: Women's Writing Retreat reserves the right to refuse a place and/or to exclude from a retreat any person who, in the opinion of the Retreat Hosts, behaves in an abusive or disruptive manner or engages in any discriminatory conduct. No refund will be given if exclusion is made for these reasons.

## Pets

Please note that, with the exception of support animals, pets are not permitted in the group spaces used by Rekindle Creativity: Women's Writing Retreat without prior agreement from Retreat Hosts and the Retreat Venue. Any decision-making within the domain of the Retreat Hosts will rely on applicable human rights and accessibility legislation in Ontario.

## Smoking

Venue policies and Ontario laws will apply to all Attendees and Hosts.

## Retreat Facebook Group

Rekindle Creativity: Women's Writing Retreat reserves the right to do any of the following, at any time, without notice: (1) to modify, suspend or terminate operation of or access to the Facebook group, or any portion of the Facebook group, for any reason; (2) to modify or change the Facebook group, or any portion of it, and any applicable policies or terms; and (3) to interrupt the operation of the Facebook group, or any portion of it, as necessary to perform routine or non-routine maintenance, error correction, or other changes. All Attendees will agree to the rules of the Facebook group before access is granted. The administrators of the Facebook group will remove access to any Attendee who is not following the group rules.

## Privacy and Data

By booking, you agree that we may collect and store personal information about you and your interactions with Rekindle Creativity: Women's Writing Retreat. This includes: your personal contact details; gender; details of your booking and booking history, including any access and dietary needs you have informed us of, records of payments (although we do not store credit/debit cards numbers), any correspondence and any other information we need to keep in order to administer your booking. All personal information is kept securely on our computer systems. We will use this information to communicate with you about your booking and we may, unless you tell us otherwise, communicate with you occasionally about other retreats and services we offer. We will never share or sell information about our customers with any third party.

## Loss

Rekindle Creativity: Women's Writing Retreat cannot accept responsibility for any loss, damage or expense sustained by retreat participants as a result of an event or circumstance whether arising from natural causes, human agency, or beyond its control otherwise.

## Comments and Complaints

While Rekindle Creativity: Women's Writing Retreat makes every effort to maintain the highest of standards, participants may, occasionally, choose to offer comments

or make a complaint. At the end of every retreat, participants are given the opportunity to provide feedback using our evaluation form.

During the retreat, it is incumbent upon the attendee to bring up any issues or problems that arise with the Retreat Hosts so that we can address the problem immediately and seek a resolution for your comfort.