



TERMS & CONDITIONS

Thank you for your interest in the Torus Retreat - Nature, Nurture, Nutrition. We value your custom very much and want to ensure that you are aware of the terms and conditions of booking before making any payment. Please note these are applicable to all guests booked as part of a single or group reservation. We'd be happy to answer any of your questions if you require further clarification on the following:

RESIDENTIAL BOOKINGS

Payment

A 50% deposit is required at the time of booking. Full payment of the outstanding balance is to be made 15 days prior to the Torus Retreat (25th April 2019). Payment can be made in person at the Torus Wellbeing Centre by card or by BACs to N Brough sort code: 08-92-99, Account: 69314575,

Cheques and American Express are not accepted as payment.

Once confirmed, if you need to move or cancel your booking you can do so by giving a 15 day notice period, at which a £100 admin fee is applied. Cancellations that fail to give a 15 day notice will result in you forfeiting monies paid (*sorry there are no exceptions*). However, we'd be happy for you to nominate someone else to take your place and highly recommend that you consider travel insurance to cover potential eventualities.

Torus Wellbeing Clinic Reserves the Right

Torus Wellbeing Clinic reserves the right at all times to cancel, modify or terminate a reservation in the event that there are serious grounds for doing so. We will of course contact you in these highly unlikely circumstances and handle any losses incurred in line with your legal rights.

Minimum Age Requirement

You need to be a minimum of 18 years of age to attend the Torus Retreat.

Pregnant Ladies

We do not recommend our retreat for pregnant ladies.

Damage To Property

Any item damaged by neglect, or deliberate action, including sheets, quilts, pillows, towels etc, damaged by application of hair dyes, false tans or cosmetics will be automatically charged to your account at £100 per item (high value items will be charged over and above this fee).

Missing Items

On your departure our housekeepers will complete a room inventory. Missing items will be automatically charged at £100 per item to your card.

Quiet Time

Torus Retreat guests will be invited to enter silence after 9pm. This is to encourage self reflection and relaxation. Please ensure that you turn off anything that creates noise, (including mobile phones). Have plenty of rest and aim for some early nights. Your body will thank you for it the following day.

Dress Code

There is no dress code. Guests are encouraged to wear comfortable and relaxed clothing. Please ensure that you bring some outdoor appropriate clothing, footwear and a waterproof jacket.

Electronic Devices

As part of the detox process we are inviting you to have a break from mobile devices and social media and therefore all guests will be discouraged from using any electronic devices (we will keep them safe in a container if you can't resist temptation) except for in an emergency. We prefer that you do not bring laptops or other media devices along with you.

Car Parking

We provide free parking at our venue, however, we accept no responsibility for any loss of, or damage to your property, vehicle or the contents therein, however caused.

Feedback

We love taking care of you – so if something is not going well for you, let a member of the team know and give us the chance to put things right.

Not Feeling Well

We would like to advise all guests that sometimes abstaining from sugar, caffeine and alcohol can cause headaches, feelings of nausea and general lethargy. We advise you to abstain from these at least seven days before you arrive at the Torus Retreat to begin your detox residential. Please note we will not refund monies due to any illness, or feelings of being unwell, or as a result of you deciding to leave our programmes of your own accord.

Medical Advice

Practitioners hosting the Torus Retreat are not medically trained. If you have a serious medical condition, we advise that you discuss our programme with your doctor.

Self-Care During Your Stay

Our team of practitioners will do their best to guide and support you during your time with us, however, it is ultimately your responsibility to ensure your exercise, treatments, food selection are suitable for your own personal health.

Security

The Torus Retreat will accept no liability or damage to guests' personal effects. Large amounts of cash or valuables will need to be covered by your own insurance and we encourage you not to bring high value items to the retreat. Please ensure you have your own travel insurance to cover your time on retreat.

Zero Policy

By booking on the Torus Retreat you are accepting our 'zero policy' towards disruptive clients, who will be asked to leave immediately without refund.

I have read, understood and agree to the booking terms and conditions for the Torus Retreat.

Name [print your name].....

Signature [sign your name].....

Date of signing.....
.....

Please take a picture of your signed form (this page only) and send to info@toruswellbeingclinic.co.uk