

LEADERSHIP TO LIFE RETREAT

General terms and conditions

These terms and conditions govern the legal relationship between the Kate Brundrett (the Organiser / 'we', 'us' or 'our') and each guest ('you' or 'your') who books on the Retreat. By making this booking, you agree to comply with and be bound by these terms and conditions.

Booking & Payments

Bookings can be made directly on the website kateb.co.uk.

A £250 non refundable deposit is required to confirm your booking, due at the time of booking on the website.

Full payment is required 30 days before the retreat starts.

We reserve the right to refuse any booking or cancel any booking already made (subject to refunding any money paid) without further liability.

For any problems with booking please contact post@kateb.co.uk with RETREAT in the subject

Cancellations

If a prepaid reservation is cancelled more than 30 days before the first day of the stay a refund minus the £250 deposit will be applied to your card.

If a prepaid reservation is cancelled less than 30 days but more than 14 days before the first day of the stay, a cancellation fee of 50% of the cost of the booking will be applied to your refund (the £250 deposit to be included in the 50% cancellation fee).

If a prepaid reservation is cancelled less than 14 days before the first day of the stay, no refund will apply.

Cancellations must be received in writing by email to coach@kateb.co.uk

Cancellations are not valid until a guest has received a Cancellation Confirmation Email from coach@kateb.co.uk

As credit card details are not stored and guests will be required to give their card details again to receive any refund due under the cancellation policy for prepaid reservations.

The organiser is not responsible for any forces of nature that may cause the hirer to cancel or any government directives to close.

Guests are advised to obtain Travel Insurance to cover the cost of any cancellation fees that will be applied in case of cancellation by a guest.

If for any other reason the Organiser has to cancel a booking, a full refund will be given.

General terms and conditions

Persons must be 18 years or over to attend the retreat. Photo ID (such as photo driving licence or passport) must be available to us on check in. Failure to do so could result in your booking being cancelled.

You may arrive at The Studio Morland from 3pm on the start day of your booking. You will gain access to Morland House from 4pm and, unless otherwise agreed, you must leave the Morland House accommodation by 11am on the last day.

Please inform us of your approximate arrival time if outside the stated time. If you fail to arrive by 8pm on the day of the start date and do not advise us of a late arrival we may treat the booking as being cancelled by you.

All rates quoted are subject to availability and alteration. All special offers quoted are limited and subject to availability and may be subject to a minimum night stay.

Pets: Please note we cannot accommodate pets on the retreat.

There is a no smoking policy throughout Morland House and The Studio Morland.

While every effort has been made to ensure the accuracy of all information, the Organiser does not accept liability for any errors or omissions and reserves the right to change information and descriptions of retreat details.

Morland House

Check in is from 4pm

Check out is by 11am

Cotton linen, towels, heating, electricity, coal and logs are all included.

It is your responsibility to ensure that Morland House is always left secure when it is unoccupied during the letting period. Please respect this historic family home which contains many antiques and treasured ornaments. Fixtures, fittings, pictures and furniture are to be left in the same state of repair as you find them. Additional cleaning charges may be made depending on the state of the property at the end of the letting period. For the benefit of the next guests staying in the property, please advise us of any breakage or damage that occurs during your stay. Accidents do happen and we do not charge for minor breakages or damage which occur because of normal use but reserve the right to charge reasonable payment for breakages or damage which result from reckless or deliberate misuse. Any missing items must be paid for in full.

The operation of drones is not permitted in the gardens of Morland House without prior written authorisation. No flammable materials, fireworks or candles may be used.

The Organiser reserves the right of entry to the property at all reasonable times for the purposes of inspection or to carry out essential cleaning, repairs and maintenance.

The Organiser reserves the right to demand the immediate departure of any guests who fail to take reasonable care of the property or act in a manner detrimental to the property.

Find out details about the house at: <https://www.morlandhouse.net>

Risk

The use of The Studio Morland and Morland House, its garden and equipment, is entirely at guest's own risk. We shall not be liable for any death or personal injury suffered by you or any member of your party (unless caused by our own negligence) or for any loss or damage to your or their belongings including motor vehicles. You are strongly advised to insure against the risk of accident or ill-health.

Complaints

We will try our reasonable best to ensure you have a special retreat. If a problem or cause for complaint arises, please contact us immediately and we will endeavour to rectify it. If a complaint cannot be resolved during your stay, you must email or write to us with full details within 28 days of the end of your stay.

Governing law

The contract resulting from your booking (including any non-contractual obligations) will be governed by English law and subject to the exclusive jurisdiction of the English courts.