



Terms & Conditions

All Terms and Conditions highlighted in this policy must be adhered to. Any Policy changes will be made in writing and published on our website: www.oldlanfarmhouse.com

IMPORTANT INFORMATION

General

Here at The Retreat @ Old Lan Farmhouse we want to ensure that your stay is as comfortable as possible. We ask that you read our T & C's prior to your visit to ensure that you are fully aware of the policies we have in place at The Retreat.

For the comfort of all guests we do have a strict **NO SMOKING** policy inside any of the accommodation. Should you wish to smoke, you may do so outside and we ask that you please dispose of your cigarette ends responsibly. We do hold a deposit prior to your arrival and if we find any trace of smoking inside or cigarette ends not disposed of appropriately, you will incur a deduction for cleaning charges.

Unfortunately, we **DO NOT** allow pets on the Old Lan Farmhouse Estate under any circumstances.

On arrival and check-in, you will be asked to fill out your contact details and also provide your passport or driving license upon which, we will take a copy to keep with your booking details. You will be shown to your accommodation and we will complete the check-in process, running through the accommodation itinerary to ensure you have everything you need to make your stay as comfortable as possible.

On checking-out, we also require a 'walk-out' to ensure that everything is in order ready for the next guests. We understand that accidents can happen, but we do ask that you just report any damage or breakages to us so that we can have everything in place ready for the next guests.

Booking & Payment

All Retreats, Short Breaks and Events at Old Lan Farmhouse can be booked via the website. You will be directed to complete a short form and we will endeavour to respond to your enquiry within one working day. You will then be given access to follow the secure booking link where a 20% deposit payment is required online to secure your space. We can also accept payment via BACS if you prefer this method.

For Wedding Packages, we do ask for a 50% non-refundable deposit to secure the venue and your chosen dates.

REFUND POLICY

100% refund for cancellations 60 days or more before the arrival date

50% refund for cancellations 31-59 days before the arrival date

0% refund for cancellations 0-30 days before the arrival

We understand that sometimes unforeseen events can happen that are simply outside of your control and impact on your planned trip. We do ask all guests to read through our terms and conditions, including our cancellation and refund policy prior to purchasing a Retreat, Short Break, Event or Wedding Package.

IMPORTANT: We do require you to email us confirmation of your need to cancel or amend your booking. You will receive email confirmation of your cancellation request. If you do not receive confirmation of your cancellation, please assume The Retreat @ Old Lan Farmhouse Ltd has NOT received your request which may affect your refund. It is YOUR responsibility to follow up on your request.

If for any reason we need to cancel or amend your booking we will contact you immediately to seek an agreeable resolution. Where this is not possible, any monies will be refunded. We will endeavour to provide as much notice as possible should a booking need to be rescheduled.

Where cancellation is required as a result of health issues (i.e. injury, pregnancy, COVID etc) a refund will be offered upon presentation of a valid medical certificate.

Health & Safety

All participants are completely liable for their own actions. The Retreat @ Old Lan Farmhouse Ltd will not take any responsibility for damage or accident to yourself or others. Any personal possessions left on site during your stay here are left entirely at the owner's risk.

Retreats

Please be aware that all of our instructors are fully insured and licensed to teach and we advise you not to take instruction off of any other person other than the Instructor(s) at the present time. While we encourage personal experiences in classes, we ask that you refrain from instructing other participants on any 'exercises' or 'tricks' you may have learnt at our classes or with another company or instructor.

Absolutely no alcohol or illegal drugs can be taken whilst present in any classes, workshops or seminars. If there is evidence to suggest you have taken such substances or you behave in a matter which implies you have done so, you will be removed from the class or event and will forfeit any monies paid.

Abuse will not be tolerated to any of the instructors, event professionals or other participants. If this occurs you will be asked to leave the premises and will forfeit and monies paid for the retreat or event.

As instructors and event professionals, we have the knowledge and experience to know when a participant is ready for progression and are fully trained in all techniques. We would rather the risk of injury is minimalised by following this policy so please respect our wishes.

If you see another participant performing a 'trick' you have not yet learnt, please refrain from trying this yourself and wait for an instructor.

Sessions will begin promptly. If you are late for your session you may be refused entry to respect other members of the class.

Health Screening

You are advised not to attend any classes or events if you are aware of any injury, illness or other condition which may affect your participation or others. If you do so, you attend the class at your own risk. **Should you suffer from COVID-19 symptoms, we ask that you do not attend a class and inform us immediately on 07583 035406.**

Physical contact may be necessary by the instructor(s). If you are unsure about this or any element of the class you can speak to the Instructor about this before or during the class, or contact us on 07583 035406 outside of the class.

You will be required to fill out a Health Questionnaire and Informed Consent Agreement before your first session and are expected to keep the Instructor informed of any changes throughout your time at The Retreat.

Disclaimer

All participants will be required to sign a disclaimer consenting to the terms and conditions outlined by The Retreat Old Lan Farmhouse Ltd.

EVENTS & COURSES

General

Any upcoming events and courses will be announced via our website and Facebook page and will be available to book via our website as soon as they are confirmed.

By signing up for one of our events or courses, you are committing to the duration. Committing to an event or course will guarantee your space, as numbers are limited.

We ask that you arrive on time for your event or course as late arrival may result in you being refused entry. This is at the discretion of the course facilitator and/or instructor and in such an event, no refunds will be given.

We understand that sometimes unforeseen events can happen that are simply outside of your control and impact on your planned trip. We do ask all guests to read through our terms and conditions, including our cancellation and refund policy prior to purchasing a Retreat, Short Break, Event or Wedding Package.

Booking & Payment

All events and courses can be booked via our website www.oldlanfarmhouse.com In some instances, special conditions may apply. Such conditions will be highlighted at the point of booking. Failure to adhere to any special conditions may result in refusal in participation and therefore you will forfeit and monies paid.

Events will be available to book as soon as they are confirmed on the website.

If the event or course is fully booked, you can request that your name is added to a waiting list and you will be contacted should a space become available. Please be aware that there is no priority system on the waiting list.

Once a space becomes available ALL those on the waiting list will be notified and places will be allocated on a first come, first served basis.

Payment MUST be made at the point of booking to secure your space unless otherwise stated. Payment can be made via BACS, debit or credit card, or via the website.

All bookings and waiting list requests will be confirmed via email using the information provided online.

Please be aware that a Health Questionnaire must be completed before attending any Retreat or event package. If you answer YES to any of the questions within the Health Questionnaire, we reserve the right to defer your booking whilst you seek medical guidance before participating in an event or class.

GIFT VOUCHERS

General

Gift Vouchers can be purchased for a set monetary amount or specific product / service offered by The Retreat Old Lan Farmhouse Ltd.

Gift Vouchers cannot be used to purchase services, special events or products offered or hosted by an external supplier or professional.

Gift Vouchers can only be redeemed against the product and/or service for which it has been purchased. A Gift Voucher cannot be used to purchase a further Gift Voucher or exchanged for cash.

Gift Vouchers can be used as full or part payment. Where the Gift Voucher amount exceeds the value of the product and/or service purchased, any remaining funds will be issued in the form of a further Gift Voucher.

Gift Vouchers must be used by the expiry date shown. No exceptions will be made or extensions given.

Old Lan Farmhouse Ltd cannot be held responsible for Gift Vouchers lost, stolen, destroyed or used without permission. No replacement will be provided in these circumstances.

Gift Vouchers cannot be purchased or redeemed online. Please contact us via info@oldlanfarmhouse.com or 07583 035406 for more information.

PRIVACY POLICY

Your Privacy

The Retreat Old Lan Farmhouse Ltd respects your privacy and pledges to maintain the confidentiality of your personal information. All personal information you share with us is maintained in accordance with the Personal Information Protection and Electronic Documents Act (2000). References to The Retreat Old Lan Farmhouse Ltd may include its affiliates, depending on the context. For questions regarding our privacy policy please express this in writing to: Privacy Policy, The Retreat, Old Lan Farmhouse Ltd, Old Lan Farmhouse, Login, Whitland, SA34 0UY.

Legal Obligation of Information Release

We will release any information that is required to be released by law or court order. In exceptional circumstances it may be necessary that we disclose your personally identifiable information if we believe, in good faith, that disclosure is otherwise necessary or advisable to protect your own safety or that of others.

Use of Your Information

At The Retreat Old Lan Farmhouse Ltd, we obtain most of our information through the signing of waivers and completion of Health Questionnaires. With your consent we may also obtain personal information about you from third parties. This may include parents, guardian, coaches or whoever is registering you in a program/course/retreat and paying for your registration. Use of your personal information for any purpose other than those outlined or the release of such information by parties outside of The Retreat Old Lan Farmhouse Ltd, or its affiliates will take place only under the following circumstances:

(a) *When you give consent* – we will disclose your personal information only when you have given consent.

Under no circumstances do we sell participant or personal information to others. Please note that we will not share health information that may have been provided in connection with a program, program withdrawal or request for refund. With your consent, we may use certain information to provide you with information about The Retreat Old Lan Farmhouse Ltd and its affiliates and programming. This consent is optional and you can decide to withdraw it at any time.

Information collected by The Retreat Old Lan Farmhouse Ltd about its users is used internally by authorized employees of The Retreat Old Lan Farmhouse Ltd for following reasons: To process payment, register you in the program or Retreat of your choice, update you when required of any possible changes to the planned services, determination of those areas, features, and services that are valued the most and found most helpful. Also, we collect information to determine the appropriate participation in the activities and services provided by The Retreat Old Lan Farmhouse Ltd.

Should you have any questions regarding our Terms & Conditions, please do not hesitate to contact us. Contact details can be found on our website: <http://www.oldlanfarmhouse.com>