

BRON LAR WEBSITE AND BOOKING TERMS & CONDITIONS

1. General

- 1.1. The aim of our terms and conditions is to ensure that you are fully informed of your contract with Bron Lar upon booking.
- 1.2. If there is anything you wish to discuss concerning your booking or these terms and conditions, please talk to us before placing your booking.
- 1.3. These terms and conditions take effect when we email you confirming your booking.

2. Payment & cancellation policy

- 2.1. Full payment for residential bookings will be required at the time of booking.
- 2.2. In the event that you subsequently cancel the booking you must give not less than **30 days' notice** to get a full refund minus a £100 fee to cover administration costs.
- 2.3. If you cancel but give less than 30 days' notice, you will not be entitled to a refund. However, if we find a replacement booking, you will be allowed to move your booking to a future stay within 12 months of your original booking. An administration fee of £100 will be charged.
- 2.3. In the event that you cannot attend a programme yourself, you are able to nominate a person of your choice to take your place. At this point they accept and adhere to our terms and conditions accordingly.
- 2.4. Lead guests agree to be personally held responsible for paying for the cost of residential stay and treatments, services and stay for themselves and any other persons that attend with them or for whom they make a reservation. We reserve the right to charge any credit or other cards you have provided to us.
- 2.5. If not previously settled, full payment of treatments and any additional services will be required at your check out. Bron Lar accepts debit or credit cards, (no charges apply), however please note we do not accept cheques or American Express. In the event that a guest leaves our venue leaving damaged items, or items have been removed from the venue, or there is an outstanding account due, this will result in the debt being charged to a credit/debit card given at booking or subsequently. You will be notified of the charges and the reasons why.

3. Travel insurance is an essential requirement when booking with Bron Lar.

- 3.1. On booking a residential retreat with Bron Lar you are confirming that you have a travel insurance policy in place that will cover potential eventualities of you not being able to attend Bron Lar on your designated dates.

5. Bron Lar rights

- 5.1. Bron Lar 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.
- 5.2. Bron Lar reserves the right to adjust, modify, or cancel elements of a suggested timetable of the packages without notice. This may be due to staff holidays, emergencies, illness, force majeure and mechanical breakdowns.
- 5.3. In the rare event that mechanical breakdowns occur outside of our control, we will endeavour to repair any faults immediately. In the event of such an occurrence, we are unable to refund part of your payment or stay.

5.4. Bron Lar reserves the right to change the start date and treatments included in said packages.

5.5. In the event of postponed bookings, or an outstanding booking of a package that no longer exists, the value paid can be used as a credited against a new package booking. No refunds are available, however any balance due could be used towards additional therapies.

5.6. Pictures on the web site of your category of accommodation may vary differently and are not an exact match of the image on the web site. All our rooms are individually designed and therefore the decor may be slightly different than shown.

5.7. Although the retreat is supervised by alternative medicine practitioners, we offer no guaranteed outcomes from our treatments, residential stays or services. We do not claim to treat, cure, or improve any medical condition.

5.8. Bron Lar reserves the right to remove any guest who proves abusive or obstructive to guests or staff without monetary compensation.

6. Minimum age requirements/restrictions/health concerns

6.1. We are an adult only venue and you must be 18 years of age to attend Bron Lar.

6.2. We do not recommend our residential packages for pregnant ladies.

6.3. Bron Lar is not a medical centre and if you have a serious medical condition, including mental health issues, we advise that you discuss our programme with your medical doctor. Please note that if you have a severe allergy to nuts or other foods, you must notify us in writing. We will endeavour to avoid such allergenic foods for you, but whether you advise us or not, you come at your own risk. We do not recommend our venue if you have severe allergies as we cannot 100% guarantee prevention of cross contamination.

7. Bron Lar Venue rules

7.1. Our venue, including our gardens and grounds, are smoke free, this includes vaping. Please note no candles are allowed in bedrooms.

7.2. A £200 'deep clean charge' will be automatically added to your account in the event of clients smoking in bedrooms.

7.3. Any item damaged sheets, quilts, pillows, bathrobes, towels, furniture or other items etc, (including by application of hair dyes, false tans or cosmetics) will be automatically charged to your account at £50 per item, (high value items will be charged over and above this fee). This will be automatically charged to your card.

7.4. Guests must not bring their own food and drink to the venues.

7.5. We want our guests to be mindful of other residents, so there is a 10pm rule for 'quiet time only.' Turn down anything that creates noise, (TV, radio, music, talking on phones). So that no one outside your room can hear any disturbance.

7.6. There is no dress code – however clients feel more comfortable and relaxed by wearing indoor flip flops, or slippers around the retreat.

7.7. Mobile devices can be used in public areas for taking photos, or quiet tasks only. Please refrain from talking on your phone or using any noisy devices in the communal areas and grounds.

7.8. Items left at Bron Lar which require a courier return must be organised and paid for by you.

7.9. We require collection of left items at the retreat to be organised within one month of departure date to prevent disposal of goods.

7.10. Bron Lar operates a 'zero policy' towards disruptive clients, who will be asked to leave immediately without refund.

7.11. Guests that wish to leave their programme for any reason (including in the event of illness or not feeling well, family emergencies, etc.) are advised that monies will not be part refunded for the remainder of the stay.

8. Loss of property

8.1 Bron Lar will accept no liability for loss or damage to guests' personal effects.

8.2. We do not offer onsite parking at our venues (there is free road parking) and accept no responsibility for any loss of, or damage to your property, vehicle or the contents therein, however caused.

9. Booking of Therapies

9.1. Once booked we reserve the right to refund monies.

10. Our commitment to our guests

10.1. We take the upmost care in trying to ensure that the details in our literature and website are accurate regarding the timetable, activities listed and facilities available. There could be occasions when advertised services may be withdrawn due to repair, weather conditions, or circumstances out of our control.

10.2. Our team 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, pool activities and food selection are suitable for your own personal health and you must advise us prior to arrival of any and all of your health and medical conditions which may be relevant to the programme.

11. Conditions for our delivery of treatments and services

11.1. Clients are to arrive in a clean and fresh state to receive their therapy, wearing dry underwear. Failure to do so will result in your therapy time being delayed for showering, or changing or even cancelled. We are unable to treat you if there are visible bruises, boils, blisters, cuts, scabs, etc on your body. For facials please arrive without make up.

11.2. It is your responsibility to be ready five minutes prior to your therapy time.

11.3. Late shows will be honoured with the remaining therapy time only.

11.4. We will endeavour to comply with your requests for treatments and times, however it may not always be possible to honour every request.

11.5. If there is any aspect of your therapy that you are not happy with, please inform your therapist and a member of our front of house team to discuss your concerns.

12. Contacting us & complaints procedure

12.1. Please contact rian@bronlar.com or write to Rian Torres at Pengar End, Coombe Hill Road, Kingston Upon Thames, England KT2 7DY.

13. Health questionnaires & data compliance

13.1. You must complete a health questionnaire relevant to your programme and treatments before arrival and which will be sent to you by email. It is important that we have a full understanding of any relevant health condition that affects you that may be relevant to your programme or treatments you book.

13.2. Our front of house staff and therapists will review and may discuss your health questionnaire and if for any reason we are unable to deliver the service for you, we will advise you immediately.

14. Use of Gym

14.1. Our gym is not manned or supervised. Usage of the gym is entirely at your own risk. We make no warranties as to the appropriateness of the equipment or its condition.

15. How we use your personal information

15.1. Personal information we collect from you is never shared with a third party for any reason.

15.2. The holding of your data will be in line with our Privacy Policy.

16. Force majeure

16.1. Force majeure events cover acts of God, flood, drought, earthquake, a pandemic epidemic, civil war, civil commotion, natural disasters, nuclear, chemical or biological disaster, or any law or action taken by the countries governing body, or public authority, strikes, industrial action or non-performance by suppliers or subcontractors.

16.2. If a 'force majeure' event occurs, Bron Lar may be prevented from operating our business under our normal terms and conditions and we will not be liable for any breach of contract, or for any delay in the performance of our obligations and this will not affect or terminate our contract with you.

16.3. If the force majeure event hinders in any way our ability to deliver on the commitments of your booking dates, you shall be permitted to cancel your booking according to our normal terms and conditions as set out in clause 2.

16.4. If the force majeure event hinders or affects your booking in any way, within 30 days of your arrival date, no refund will be due to you, however, Bron Lar will offer an alternative date to re-book your stay, which once re-booked, will be subject to our normal terms and conditions set out in this contract.

17. Governing Law

17.1 These terms and conditions are subject to English law and any dispute shall be brought in the English courts.