

GAIA HOLISTIC RETREATS

Terms & Conditions

All retreat participants must make themselves aware of the terms & conditions & accept the risks associated with the course activities, each guest must be responsible for taking out the appropriate **personal accident, holiday & cancellation insurance policy for the full duration of their chosen retreat, this is a non-negotiable condition when booking one of our retreats.**

If you do not already have a comprehensive travel policy in place prior to making your retreat / holiday reservation, we strongly advise that you do take out a policy (ASAB) as soon as you book your retreat / holiday.

GAIA HOLISTIC RETREATS, known & referred to hereafter as GHR accepts bookings subject to the following conditions as laid out below.

INTERPRETATION & DEFINITION:

In the agreement unless otherwise specified the following expressions refer to the following meanings.

Booking - The booking made by the client with GHR & as set out on the GHR booking form.

Booking Form - The booking form produced by GHR to be completed by the client when & upon making a booking with GHR.

Contract - The contract between the client & GHR under which the services are provided by GHR to the client.

Client - The person, business or company who makes the booking with GHR. All individuals to whom the services are provided by GHR must be of a minimum age of 18 years. Under special agreement GHR may consider offering a retreat place to a person between the ages of 16 & 18, however this would only be the case with a written acceptance by GHR & with special terms & conditions attached, the guest must agree to comply with any & all special conditions & this will include being accompanied by an appropriate adult who assumes full responsibility for the minor. This may apply only to either the detox & wellness or boot camp retreats...our Total Life Reset retreat will remain strictly for guests over the age of 18.

Payment - The total fee will be due for payment strictly 12 full weeks in advance of the retreat / course commencement date.

Fee - The amount payable to GHR under the contract.

Deposit - A non-refundable deposit payment of 20% of final total per person will be required to reserve each place at the retreat.

Force Majeure / Special Circumstances - Any act, event, omission or accident beyond GHR's reasonable control including but in no way limited to Act of God, war, riot, civil commotion, malicious damage, compliance with any law or government order, rule, pandemic, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm, adverse weather, default of suppliers or subcontractors, strikes, lock-out's, or other industrial disputes, failure of a utility service or transport network.

Major Change - A change in the date or over 80% of the content of the service. The exception being under "special circumstances".

Recordings - Photographs, videos, or any other audio visual recordings taken of the clients during the provision of the services.

Wording importing the singular meaning shall include the plural meaning & vice versa.

All wording within the booking conditions is generalised & any reference to any gender includes the other genders.

The headings in these conditions are for convenience only & shall not affect their interpretation.

ACCEPTANCE:

A contract for the services is made between GHR & the client upon the issue of a formal written confirmation (e-mail) of booking by GHR,

The contract is subject to these booking conditions which the client has been deemed to have read & fully understood. These booking conditions can only be varied by written agreement between GHR & the client.

Private 1-2-1 Wellness bespoke retreat packages are deemed to be accepted by the client as detailed in the final formal proposal previously sent to the client upon receipt of payment from the client.

SERVICES:

The activities & services provided by GHR to the client under the terms of the contract & service shall be construed accordingly.

BOOKING:

To place a booking with GHR, GHR require a completed booking form together with the payment of a non-refundable deposit fee of 20% of the total booking per person. If a booking is made by telephone, e-mail or online, the client shall be deemed to have read & fully understood these conditions & signed the declaration on the booking form. All bookings are provisional & are only confirmed when the deposit payment has cleared GHR's bank account & a formal email confirmation has been sent to the client detailing their formal reservation confirmation, the retreat date & program chosen, retreat reservation notes & information which include details of the retreats complimentary airport transfer service, plus guest questionnaire.

After a reservation has been made by the client, the client should not book their preferred flights until the reservation has been confirmed by GHR in the form of a formal confirmation sent via email which will include: formal confirmation of the retreat date & program chosen, retreat reservation notes & information which include details of the retreats complimentary airport transfer service, plus guest questionnaire.

GHR reserves the right to decline any booking at their discretion.

FEE & PAYMENT TERMS:

The fee payable at the time of booking shall include the planning, organising & delivery of the proposed services.

Upon the successful payment of the non-refundable deposit, which is required to secure your place on the retreat and the retreat fee by the client a contract is formed for the agreed program to be delivered, If the client wishes to alter any aspect of the program additional reasonable costs may be levied by GHR at their discretion.

The full retreat fee is due twelve weeks before the commencement of the course & should be paid in full unless agreed otherwise in writing / via email prior to / upon confirmation of booking. When you book a retreat and there is less than twelve weeks before the start of the retreat the full amount is payable immediately.

In the event that the balance is not paid in the specified time frame GHR will have the discretion to treat the booking as cancelled by the client & to re-sell the course place, the fee paid by the client will be retained by GHR.

GHR will charge a late payment fee to those guests who do not pay in full within the time frame specified in the payment terms & conditions, the late payment fee will be charged at £50.00 per person.

Should a guest not pay in full within the 12 week period in advance of a retreat start date then GHR will have the right to cancel the reservation without notice or compensation, in this case no refund will be due.

RESPONSIBILITIES OF THE CLIENT:

The client is responsible for their own personal medical needs / requirements, clothing & footwear for the duration of the services unless otherwise agreed in writing with GHR.

It is the client's responsibility to inform GHR in writing of any past, present or potential health issues that may make them unsuitable to participate in the services agreed, failure to disclose any such information may result in GHR terminating the contract & withdrawing the client from the services without refund, notwithstanding conditions of cancellation by GHR. If a letter of suitability is required from a guests medical professional then this must be sent to & received by GHR a minimum of 7 days prior to a retreats start date.

It is the sole responsibility of the client to ensure that the balance for the cost of their retreat place is paid in full & on time as per the terms set out by GHR.

It is the client's sole responsibility to ensure that they have purchased comprehensive & appropriate travel & medical insurance for the full duration of their retreat, this should include but not be limited to: personal accident, holiday & cancellation insurance for the full duration of the retreat, **please note that purchasing / putting in place this type of insurance is a condition of booking a GHR retreat/s.**

MEDICAL & HEALTH:

All clients using GHR services should be aware that when participating in any exercise or exercise program, there is the possibility of physical injury. In making a reservation / booking with GHR, you agree to assume such risk & agree to release & discharge GHR from any & all claims for liability, injury, loss & or damage arising from your participation in our services.

If you have any medical condition/s that may make you unsuitable to participate & or may impact on your participation in GHR services, you are required to notify us of them in full prior to making you reservation / booking.

If GHR or any member of the GHR team believe that your health or safety is at risk or if you have failed to disclose to GHR in writing any illness, injury or any previous or current medical or health condition / reason that could potentially impact on your ability to participate in GHR services, this could result in GHR's refusal to allow you to participate in all / part of the services. In such a situation, your contract may be terminated by GHR at the sole discretion of GHR without refund or compensation.

Subject to prior notification to the contrary in writing by the client to GHR, the client must confirm that he / she is of good mental & physical health & not aware of any reason why they may not be unable & or unsuited to participate in GHR's services & or may be likely to suffer illness or injury whilst participating in the services provided by GHR.

It is always advisable to consult with a Doctor prior to beginning any type of exercise program / regime.

RETREAT & TRAVEL CONDUCT:

We deeply value our community and extend our gratitude for your efforts in fostering an environment where everyone feels welcome, safe, accepted, and inspired. Kindness is at the core of our interactions, and we are fortunate to have such wonderful individuals like you among us. Let's continue to uplift and support one another with positivity and encouragement.

We uphold a zero-tolerance policy towards negativity, drama, gossip, or any form of negative energy. Such behaviours are not aligned with our values and have no place within our community. Let's strive to maintain a space where everyone feels respected, appreciated, and empowered to thrive. Together, we can create a nurturing environment where all can flourish.

Although it is very rare, but if you encounter such behaviour, please mention it privately to a member of staff while you are at the retreat, do not wait until you are home.

If GHR finds there is negativity toward another retreat attendee, after investigation, they will be asked to leave the retreat, without return or refund. Thankfully, this has not happened to date, please keep it that way!

VARIATIONS & AMENDMENTS:

GHR reserves the right to change any price or other particulars of the services before the contract becomes binding.

If there is a major change GHR shall notify the client forthwith, GHR shall seek to offer the client arrangements as close to the original as it is reasonably possible in the circumstances. If there is any other change other than a major change GHR is not obliged to inform the client in advance or obliged to pay any compensation. If changes are made by the venue GHR cannot be held responsible for any such changes which are out of their control.

COMPLIMENTARY GROUP AIRPORT TRANSFER SERVICE - SMALL GROUP RETREATS:

The retreat offers a complimentary return private group airport transfer service, the service is offered on official arrival & departure days only & only between the local times of 10:00-19:00 on arrival day and on departure day we all leave by 09:30 unless your flight is earlier, GHR reserve the right to change the times offered / stated to accommodate the group.

For those guests whose flights suffer a delay which results in not being able to meet / take the group transfer GHR will be happy to assist with organising an alternative transfer but the cost of the new transfer must be accepted by the guest. If a guest requests a taxi service which is provided by a local taxi company / any other provider other than one company contracted by GHR specifically to provide year round group airport transfers then any issue arising from this service must be accepted by the guest with no recourse or liability to GHR.

CANCELLATION BY THE CLIENT:

If the client wishes to cancel the reservation / contract they must advise GHR in writing / via confirmed email as soon as reasonably possible. Any cancellation of the contract will be subject to the following cancellation charges. For the avoidance of doubt the cancellation charges are based on the number of days before the arrival date of the services.

Date of cancellation - Cancellation charge

12 weeks or less before start of retreat - 100% of the cost of the retreat will be retained by GHR
16-13 weeks or less before start of retreat - 75% of the cost of the retreat will be retained by GHR
17-20 weeks or less before start of retreat - 50% of the cost of the retreat will be retained by GHR
More than 21 weeks - 30% of the cost of the retreat will be retained by GHR

Refunds are made minus your deposit, any applicable / relevant bank charges or card payment fees, plus an administration fee of £50.00 per client, Bank transfer refunds are made in either UK Sterling or Euros. Refunds are made minus any third party commissions where applicable.

Airport transfer service cancellation:

If a guest has requested GHR to organise an airport transfer service for their arrival or departure (private car & driver, taxi, private microbus, shuttle) but then wishes to cancel this service a minimum of 48 hours notice is required, notice is required in writing via email & if not given the guest will be liable for the full cost of the requested transfer service.

GUEST REQUEST TO MOVE / CHANGE A RETREAT RESERVATION TO A NEW DATE:

Should a guest request to move their retreat date to a new / alternative date, then any deposit / full payment previously received by GHR will be deemed as non-refundable. If GHR accept a request by a guest to move their reservation (this is at the discretion of GHR) to a new / alternative date then an administration fee of £50.00 per person will be applied, If the request is within one full month of the retreats start date GHR will require medical proof if the change is due to a medical condition or injury. (A hospital Doctors / GP report will be acceptable) If the request is within 14 full working days prior to the retreat start date then no move or change can be made at this stage. It is the responsibility of each individual guest to ensure that they have comprehensive travel & health insurance in place prior to or immediately upon making a reservation.

CANCELLATION BY GHR:

GHR will always endeavour to fulfil confirmed bookings, however, GHR do reserve the right to cancel a scheduled retreat date or an individual booking / reservation . If GHR cancel a booking prior to the commencement of the services the client will be offered an alternative date, or where applicable a full refund of all monies paid by the guest up to that point (minus credit card charges & third party commission where applicable) for the specified reservation. *The exception being that: if the cancellation is due to **"special circumstances"** which are beyond the control of GHR.

ASSIGNMENT:

The contract may be assigned by the client to a third party subject at all times to conditions.

The client is unable to assign or transfer the contract to a third party without the prior written consent of GHR, if the client wishes to assign their contract, he or she must give notice in writing providing the full name, address & contact details of the third party. GHR shall then advise in writing as to if it consents to the assignment as soon as is reasonably possible. GHR reserve the right to refuse an assignment to a third party at any time & without reason, If subsequently a client has to cancel due to GHR refusing the assignment to a third party then the cancellation charges under cancellation by the client shall apply.

GHR may assign or sub contract to any third party the performance of any of it's obligations under the contract without consent of the client.

SERVICES:

GHR reserves the right to alter the content of the services at any time without notice to the client due to certain factors, including, but not limited to, the weather, staff, & any physical fitness of the clients.

Any information on / about our services published by GHR for its literature & web site is designed for illustrative purposes only.

If the client elects not to participate in any of the services being provided, GHR has no obligation to provide an alternative activity, or service & the client will not be entitled to a refund.

If GHR believes that a client's health & safety is at risk, or a client has failed to disclose any relevant health information in accordance with our terms & conditions, GHR may at its absolute discretion make decisions affecting the client & where necessary may terminate the contract immediately.

The client must refrain from any illegal act or any conduct physical or verbal which may give offence or cause danger or damage to any person or property. If GHR or any of its team, venue staff, consultants or agents become aware of any such action then GHR or any of its team, venue staff consultants or agents may at their absolute discretion have the client immediately removed from any property or facility without refund or compensation. GHR will have no liability whatsoever to the client under such circumstances.

EXTRA COSTS: costs incurred by guests while at the retreat

All spa & holistic therapies, private 1-2-1 appointments with any of the retreat team health & wellbeing members, additional meals, snacks etc will be charged as extras to the cost of the retreat.

Failure of a guest to settle their account (extras) in full prior to departure & as set out by the retreat director will result in the guests credit card being charged for the appropriate amount, in addition an administration fee equal to 25% of the total unpaid bill will be added to the charge.

If a guest has a query / feels that there is a discrepancy with any additional charges then they must make this known to the retreat director by 6.00pm / 18.00 at the latest on the last full day of the retreat either in person or via email. The last full day will be deemed to be the last full retreat day prior to the retreats official departure day.

DEFINITION OF ALL-INCLUSIVE:

The definition of all-inclusive will be 3 x meals per day which will be provided as breakfast, lunch & dinner & on full retreat days only, on arrival day only welcome dinner will be provided & on departure day only breakfast will be provided and packed lunch as part of the retreat cost. This applies ONLY to the retreats official arrival & departure days as specified in the published retreat dates for the appropriate year.

COMPLAINTS:

If there is a problem during the retreat / services, the client must report it in the first instance to the retreat manager / director, if it is still unresolved then the issue should be reported immediately to the Director of GHR so that all efforts may be made to resolve the problem promptly & effectively. In the unlikely event that the problem can not be resolved & the client wishes to make a complaint then the client must notify GHR in writing within 7 days of the end of the services / retreat. Failure to provide notice of the complaint in accordance with the above will preclude the client from being entitled to take any further action against GHR.

VENUE:

Accommodation

GHR venue has accommodation based in private rooms. If a guest requires supplies (fresh towels etc) or a technician in their suite the venue staff will only enter when either the guest is in attendance or with the permission of the guest, the exception is an emergency situation.

The retreat will be deemed to finish at 10.00 am exactly on the retreats official day of departure as specified by GHR.

LIABILITY:

None of the exclusions & limitations in these conditions are intended to limit any rights the client may have under statute or common law which may not be excluded, nor in any way to exclude or limit liability to the client for personal injury or death resulting from GHR negligence or that of its employees or agents, or for any liability incurred as a result of fraud or fraudulent misrepresentation by GHR.

The client understands that attending any activity or service provided by GHR involves some level of risk. These risks include but are not limited to physical injury or even death. By attending any activity or service provided by GHR the client agrees to assume these risks & agrees to release & discharge GHR & its Directors, employees & agents from any & all claims for liability.

Neither GHR nor any of its Directors, employees or agents will be liable for any loss or damage to any personal property or vehicle belonging to the client during the services.

***It is the sole responsibility of the client to purchase full & adequate medical, personal injury & holiday insurance for the full duration of their stay with GHR.

All guests must refrain from any illegal act or any conduct unbecoming a retreat guest, conduct or language which may give offence to a team member or guest or any act which may cause damage to property. If GHR or any of its staff, consultants or agents become aware of any such act / conduct then GHR & its agents may, at their absolute discretion, ask the client to leave the premises, property or facility, this will be without refund or compensation to the guest, in these circumstances GHR will have no further responsibility or liability to the guest.

MEDIA:

GHR reserve the right to take any photos / recordings of the client during the services, & the client accepts that all rights whatsoever arising in the recordings shall be solely owned by GHR.

The client accepts & agrees that any photos / recordings may be used by GHR at its absolute discretion in any manner, including but not limited to its web site, promotional material & advertisements.

COPYRIGHT:

GHR reserves all copyright which may subsist in the products of, or in connection with, the provision of all activities, services or facilities. GHR reserves the right to take such actions as it deems appropriate or necessary to restrain or prevent infringement of such copyright.

LAW & JURISDICTION:

These terms & conditions shall be governed & construed in accordance with Spanish law, & the parties shall submit to the non-exclusive jurisdiction of the Spanish Courts.

PRIVACY POLICY:

GHR are committed to protecting & respecting your privacy.

USE OF DATA:

Any personal data that you submit will be retained by GHR for as long as you use the services & systems provided on the web site. Financial data you submit will not be stored or recorded.

Unless we are obliged or permitted by law to do so, & subject to clause, third party web sites & services your data will not be disclosed to third parties.

All personal data is stored securely in accordance with the principles of the Data Protection Act 1998.

Any or all of the above data may be required by us from time to time in order to provide you with the best possible service & experience whilst using our web site, specifically data may be used by us for the following;

- Internal record keeping.
- To help to improve our products & services.
- To transmit via e-mail details of our products & services which may be of interest to you.
- Contact for market research purposes, which can include e-mail, telephone, postal mail.

THIRD PARTY WEB SITES & SERVICES:

GHR may, from time to time, employ the services of other parties for dealing with matters that may include, but are not limited to, payment handling, delivery of purchased items, search engine facilities, advertising & marketing. The providers of such services do have access to certain personal data provided by users of this web site.

YOUR RIGHT TO WITHHOLD INFORMATION:

You may access certain areas of the web site without providing any data at all, however, to use all services & systems available on the web site you may be required to submit account information or other data.

You may restrict your internet browsers use of cookies.

COOKIES:

GHR may set & access cookies on your computer to enable us to; estimate our audience size & pattern, store information about your preferences, speed up your searches, recognize you when you return to our site.

A cookie is a small file which resides on your hard drive, & often contains an anonymous unique identifier & is accessible only by the web site that placed it there, not any other sites.

You may delete cookies, however you may lose any information that enables you to access the web site more quickly.

You can choose to enable or disable cookies on your web browser, by default your browser will accept cookies, however this can be altered. For further details consult the help menu of your browser. Disabling cookies may prevent you from using the full range of services available on the web site.

CHANGES TO THIS POLICY:

GHR reserves the right to change this privacy policy as we deem necessary, or as may be required by law. Any changes will be posted on the web site & you are deemed to have accepted the terms of the policy on your first use of the web site following the change/s.

DATA COLLECTED:

Without limitation, any of the following data may be collected;

Name, date of birth, gender, job title, profession, contact information such as e-mail addresses & telephone numbers, demographic information such as post code, preferences & interests. IP address (automatically collected) web browser type & version (automatically collected) operating system (automatically collected) a list of URL's starting with a referring site, your activity on this site, & the site you exit to (automatically collected) & cookie information (see above).

DEFINITIONS & INTERPRETATION (in this policy the following terms shall have the following meanings)

Web site means the web site that you are currently using www.theultimateretreatcompany.com & any sub domains of this site unless expressly excluded by their own terms & conditions.

User / Users means any third party that accesses the web site & is not employed by GHR & acting in the course of their employment.

System means any on line communications structure that GHR makes available via the web site either now or in the future. This includes but is not limited to, web based e-mail, message boards, live chat facilities & e-mail links.

Service means collectively any on line facilities, tools, services or information that GHR makes available via the web site either now or in the future.

GHR Gaia Holistic Retreats

Data means collectively all information that you submit to the web site, this includes but is not limited to; account details & information submitted using any of our services or systems.

COOKIE means a small text file placed on your computer by GHR when you visit certain parts of its web site, this allows us to identify returning visitors & to analyze their browsing habits within the web site. Where e-commerce facilities are provided cookies may be used to store your shopping basket.

CONTENT means any text , graphics images, audio, video, software, data compilations, & any other form of information capable of being stored in a computer that appears on or forms part of this web site.

ACCOUNT means collectively the personal information, payment information & credentials used by users to access material & / or any communications systems on the web site.

SPECIAL OFFERS / MONEY OFF OFFERS, Terms & conditions:

Only one single voucher or one single promotion /discount / offer may be redeemed against one full price booking, it is absolutely not possible to combine offers / vouchers, there is an absolute maximum value of £100.00. that may only be claimed against one full price booking & then only when booking directly with The Ultimate Retreat Company, unfortunately we cannot offer vouchers or special offers / money off offers, to those making a booking via a third party / agent / or those who have previously been in contact via an agent that we currently have a contract with. The Ultimate Retreat Company reserve the right to cancel any offer or voucher without notice. All offers & vouchers are time sensitive.

Special Circumstances:

Force Majeure / Special Circumstances – Any act, event, omission or accident beyond GHR's reasonable control including but in no way limited to Act of God, war, riot, civil commotion, malicious damage, compliance with any law or government order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm, adverse weather, default of suppliers or subcontractors, strikes, lock-out's, or other industrial disputes, failure of a utility service or transport network. The closure of Spanish borders, a national / global health issue, such as a pandemic, World Health Organisation (WHO), the Foreign & Commonwealth Office (FCO) or Spanish Government advice,

for example that it is not safe to travel to our location during a time when a retreat is scheduled to take place.

Under **Special Circumstances**, Providing a minimum of 4 weeks notice is given by the client, GHR will offer to move / re-schedule the clients reservation to an alternative date within the same financial year, if there is a difference in rate due to this change the client will be liable to pay the additional cost or be due a refund of the difference in cost, where an additional cost is due the client must make the additional payment 6 weeks prior to the start date of the new retreats scheduled start date. Under special circumstances GHR will make no administration charges for moving the clients reservation. Under special circumstances where a client is offered the opportunity to & elects / requests to move their reservation to an alternative date, the reservation / booking deposit will then become non refundable. Maximum number of moves / changes possible are two. If a client cancels or requests to move a reservation within 7 days of a retreats scheduled start date during a period of special circumstances GHR may make reasonable deductions for out of pocket expenses made prior to the date of notification by the client.

Gaia Holistic Retreats VOUCHER Terms & Conditions:

- The voucher offer is limited to 1 voucher per person, & may only be redeemed against one full price booking.
- The voucher offer may not be used in conjunction with any other offer or promotion / discount.
- The vouchers are time sensitive.
- The Ultimate Retreat Company reserves the right to withdraw the voucher offer at their discretion & without notice.
- The voucher has a value of GBP 0.001 & is not transferable or assignable.
- The voucher may only be redeemed if the booking is made directly via the Ultimate Retreat Company official web site & not via an agent or third party...this includes previous contact with GHR which originated via a third party, agent or listing.
- If a booking is cancelled the voucher offer will be considered void.

The new repeat guest gift certificate / discount:

- This gift certificate / discount is only redeemable by the person it was issued to & is absolutely not transferable.
- The gift certificate / discount is limited to full 6 night 7 day retreat reservations only & not any other retreat.
- The certificate / discount may not be used in conjunction with any other offer.
- The voucher has a value of GBP 0.001 & is not transferable or assignable.
- The Ultimate Retreat Company reserves the right to withdraw the certificate/ discount / offer at their discretion & without notice.
- The certificate / discount may only be redeemed if the booking is made directly via the Ultimate Retreat Company's official web site & not via an agent or third party.
- If a booking is cancelled the voucher offer will be considered void.
- The certificate / discount / offer is limited to 1 certificate per person, & may only be redeemed against one full price booking.

Recommend a friend promotion:

- We offer a set discount to our existing / previous guests who then recommend us to a family member, friend, etc the terms are:
- The person making the booking must disclose at the time of booking who recommended them to GHR.
- The booking must be made directly with GHR & not a third party, listing or agent etc, no prior contact can have been made via a third party, agent or listing, for the same.
- The booking must be first contact with GHR, prior enquiries / contacts etc will not be eligible.
- The recomendee must have paid their full balance for the discount to be applied to the recommending guests booking.

- The verified discount will then be applied to the recommending guests next booking balance, it may not be transferred or gifted.

Promotion - complimentary massage / spa treatment or therapy / spa gift:

- A promotion which offers a complimentary massage / spa treatment or therapy / spa gift may not be combined with a discount, or any other special offer or promotion, this applies to both new & returning guests who make a reservation.
- To receive the complimentary massage / spa treatment or therapy / spa gift, the booking must be made directly with GHR & not a third party, listing or agent etc, no prior contact can have been made via a third party, agent or listing, as this is not considered a direct reservation or contact. By making a reservation directly & requesting / accepting a complimentary massage / spa treatment or therapy / spa gift, the guest acknowledges that they will be liable for the full cost of the aforementioned plus an administration fee of £50.00 should it become known to GHR at the time of booking or at a later date that the first contact was actually made via a third party listing or agent.
- The booking must be "first contact" with GHR, prior enquiries / contact via a third party, listing or agent etc will not be eligible for any complimentary massage / spa treatment therapy / spa gift.