

terms and conditions

Retreat Extras – Terms & Conditions

Who We Are

Retreat Extras (“we”, “our”, “us”) provides optional add-on services and products exclusively for guests attending Workout Away retreats. We are the official partner of Workout Away, but we are a separate company and not the same legal entity. All purchases through Retreat Extras are subject to these Terms & Conditions and form a separate contract from your Workout Away retreat booking.

- Trading name: Retreat Extras
- Registered office: G22, West Link House, Brentford, UK TW8 9DN
- Contact: info@retreatextras.com

By purchasing from us, you agree to these Terms.

1. Scope of Services

We provide optional add-ons and products exclusively for Workout Away retreat guests, including:

- Airport transfers with licensed third-party drivers.
- Concierge/PA-style services (e.g. flight planning, restaurant bookings, spa reservations).
- Selected physical products (e.g. hydration kits, supplements, branded merchandise).

We do not sell flights or package holidays. Retreat Extras is not a tour operator.

2. Third-Party Providers

- Many services (e.g. transfers, excursions, spa services) are delivered by independent third-party providers.
- Your contract for the actual operation of these services is with the provider.
- We carefully select licensed and insured providers to deliver services such as transfers. While we monitor our partners, the actual operation and safety of these services are the responsibility of the provider. Our liability is limited to the arrangements we make, and we cannot accept responsibility for the acts or omissions of the provider, except where required by law.

3. Products (Goods)

- All product descriptions and prices are correct at the time of listing.
- Products must be of satisfactory quality, fit for purpose, and as described.
- Delivery times will be stated at checkout; delays outside our control are not our liability.
- You have a 14-day cooling-off period for online purchases, unless the product is excluded by law (e.g. perishable items, opened supplements).
- Faulty or misdescribed items can be returned for a full refund.

4. Transfers

- Transfers are private vehicles for up to two people plus luggage.
- A licensed driver will meet you at the airport and take you directly to your resort.
- Your Workout Away Retreat Manager will confirm your arrival time and update the driver if your flight is delayed.
- You must provide accurate flight details and be punctual. If you are not present at the agreed time, the transfer may be treated as a no-show and non-refundable.

5. Flight Planning Service

- We provide a concierge-style “Flight PA” service to research and recommend flight options. We do not sell flights or take payment on your behalf. You must book and pay for flights directly with the airline. Our responsibility ends once we have delivered your flight recommendations. We are not responsible for airline schedule changes, cancellations, or delays. Any changes, rebookings, or management of your flights after purchase must be handled directly by you with the airline.

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6. Pricing & Payment

- Prices are in GBP unless stated otherwise.
- Payment is due at the time of booking unless otherwise agreed.
- Instalment options may be offered; any service or admin fee will be clearly stated at checkout.
- Bookings are confirmed only once payment has been received.

7. Cancellations & Refunds

Services

- Payments for services (including transfers, concierge, and flight planning) are non-refundable once booked and confirmed.
- By booking, you consent to us beginning the service immediately. You acknowledge that the statutory 14-day cooling-off period does not apply once the service has been confirmed, in line with the Consumer Contracts Regulations.

Products

- For product purchases, you have a statutory right to cancel within 14 days of receiving your order for a full refund.
- In addition, we offer a 30-day returns period if you are unhappy for any reason, provided items are unused, in perfect condition, and in their original packaging.
- Refunds will be processed to your original payment method once the returned product has been received and inspected.
- You are responsible for return postage costs unless the item is faulty or misdescribed.

8. Liability & Third-Party Providers

Our liability

- We accept liability for losses caused by our negligence or breach of contract, but only up to the value of the service or product purchased.
- We do not accept liability for indirect or consequential losses (for example, missed flights, loss of enjoyment, or additional expenses).
- We are not liable for failures caused by events beyond our control (including strikes, weather, natural disasters, or airline delays).
- Nothing in these Terms excludes or limits our liability for death or personal injury caused by our negligence, or for fraud.

Third-party providers

- Some services (such as transfers) are delivered by independent third-party providers.
- We carefully select and monitor these providers, but the actual performance and safety of the service is the responsibility of the provider.
- Your contract for the delivery of these services is with the provider directly.
- Our responsibility is limited to arranging services with reasonable care; we are not liable for the acts or omissions of third-party providers.

9. Customer Responsibilities

- Provide accurate details (flight times, names, contact info).
- Arrive on time for arranged services.
- Follow any reasonable instructions from providers.
- Ensure you have adequate personal travel insurance.

10. Intellectual Property

All content on our website, including text, graphics, and logos, belongs to Retreat Extras and may not be copied or used without permission.

11. Privacy

We collect and process personal data (e.g. flight details, contact information) only as necessary to provide our services. For more information, see our Privacy Policy.

12. Governing Law

These Terms are governed by the laws of England & Wales. Any disputes will be subject to the exclusive jurisdiction of the English courts.