



Campervan Retreats

TERMS & CONDITIONS

Our Terms & Conditions include our;

- Pricing Policy
- Cancellation Policy
- Refund Policy
- Privacy Notice & Data Protection
- Public Liability Insurance

PRICING POLICY – RETREAT PRICES

What IS included in the price?

- Yoga
- Guided meditation
- Nature walks
- Drumming Circle/Sound bath
- Mindful Crafting
- Workshops

What is NOT included in the price?

- Additional activities (as below but not an exhaustive list) will be optional add ons and will vary depending on location
 - o Paddle Boarding
 - o SUP Yoga
 - o Massage
 - o Therapy Treatments

LOYALTY SCHEMES

Come Again!

Enjoyed your Retreat? Want to join us again? As a returning customer you will receive £10 off any future Retreats. Quote 10pounds at the checkout

Collaborators

Those who help deliver activities during a Retreat weekend will receive a saving of 50% in return for help and support during the weekend

NB Campervan Retreats operates a booking system which takes payment via Stripe.

CANCELLATION POLICY

We understand that from time to time, circumstances beyond our control arise which mean we have to cancel our plans. Should you have to cancel a Retreat that you have booked, our Cancellation Policy is;

****Cancelling more than 60 days in advance****

Should you cancel with more than 60 days notice you will lose 50% of the total cost.

****Cancelling 30-60 days in advance****

Should you cancel 30-60 days before the Retreat, you will lose 75% of the total cost

****Cancelling less than 30 days in advance****

Should you cancel less than 30 days before the retreat, we are unable to offer any refunds

****If we cancel****

In very rare circumstances, Campervan Retreats may have to cancel a Retreat. In this situation, we would firstly offer you an alternative date to run the same Retreat and if that does not work, we can transfer you onto an alternative future Retreat of your choice.

Cancellations must be made by email and once received we will work out any monies due to be refunded and then arrange to transfer via BACS.

REFUND POLICY

Deposits are non refundable.

Our contact details

Name: Sara Ottley

Address: 45 Chamberlain Avenue, Barming, Maidstone, Kent, ME16 8NT

Phone Number: 07747197213

www.campervanretreats.co.uk

The type of personal information we collect

We currently collect and process the following information:

- First name
- Last name
- Email address
- Date of birth
- Emergency contact number
- Emergency contact name
- Health questions regarding physical fitness, previous injuries and conditions that could be affected by exercise
- Goals and expectations.
- Crowd photographs of group exercise sessions

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- a. Physical activity readiness questionnaire
- b. Personal training baseline questionnaire
- c. Newsletter subscription
- d. Signing up to attend a fitness class or personal training session
- e. Taking group photos during classes and sessions you attend (with verbal consent sort and opt out offered at the time)

We also receive personal information indirectly from the following sources in the following scenarios:

- a. If one of our clients passes us personal information for the purpose of us making contact to provide our services.
- b. If we are contacted by another exercise or health professional who you are working with to collaborate with to support your training and treatment – such as physio, chiropractor, doctor etc.

We use the information that you have given us in order to deliver effective and safe exercise programmes and health and fitness services.

Photographs are used within social media and marketing material.

We may share this information with other health professionals only at your request. We do not sell or share your information with any other organisations.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information is:

- a. Your consent. You are able to remove your consent any time. You can do this by contacting Sara Ottley at campervanretreats@gmail.com
- b. We have a contractual obligation
- c. We have a legal obligation

- d. We have a vital interest.
- e. We need it to perform a public task.

How we store your personal information.

Your information is securely stored in a password protected online account and via Smoothbook (cloud-based customer management system). Your information is stored for the duration of time you are an active customer and for 6 years afterwards for tax and receipt purposes. After this time, we will dispose of your information by deleting it from our database. No physical information is recorded or kept.

Your data protection rights.

Under data protection law you have rights, including:

Your right of access – You have the right to ask us for copies of your personal information.

Your right to rectification – You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure – You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing – You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing – You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability – You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at campervanretreats@gmail.com or call 07747197213 if you wish to make a request.

Marketing and promotional communications

You have the right to stop the use of personal information for direct marketing activity by replying UNSUBSCRIBE to our marketing emails or by contacting us. We must always comply with your request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Campervan Retreats at campervanretreats@gmail.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

