



## *Cancellation Policy*

**At The Little Brook Retreat, our experiences are intentionally small and carefully curated. As such, each booking is important to us and late cancellations can be difficult to fill.**

### **Deposits & Payments**

A non-refundable deposit is required to secure your booking.

The remaining balance for our **Signature and Classic Retreats** is due **2 weeks prior** to your retreat date.

For **Meditation Mondays** and **Private Swims**, balances are due **7 days prior** to your session. Further details are set out below.

### **Cancellations by You**

- Cancellations made more than **7 days** before your booking may be transferred to a future date (subject to availability).
- Cancellations made within **7 days** of your booking are **non-refundable and non-transferable**.

However, we will always do our best to accommodate changes where possible.

### **If You Are Unable to Attend**

If you can no longer attend, you are welcome to:

- Transfer your booking to a friend
- Contact us to discuss rescheduling options (where availability allows)

### **Cancellations by Us**

In the unlikely event that we need to cancel your booking (for example due to weather, illness, or unforeseen circumstances), you will be offered:

- A full refund, or
- The option to transfer to an alternative date

### **Late Arrivals / No Shows**

All retreats begin with a guided meditation to gently calm the mind. To preserve this experience for all guests, we are unable to accommodate late arrivals.

If you are running late, please email us and we will do our best to accommodate your arrival into the day where possible. Please note that late arrival may result in a shortened session, and we are unable to extend sessions beyond the allocated time.

No-shows are non-refundable.

### **Our Approach**

We understand that life can be unpredictable, and we will always approach each situation with care and understanding. Our policies are in place to protect the sustainability of our small, intimate retreat.

| <b>Retreat Type</b>                 | <b>Retreat Price in Full</b> | <b>Non-Refundable Deposit</b> | <b>Balance Due 2 Weeks Before</b> |
|-------------------------------------|------------------------------|-------------------------------|-----------------------------------|
| Signature Retreat                   | £145.00                      | £50.00                        | £95.00                            |
| Classic Retreat                     | £55.00                       | £25.00                        | £30.00                            |
| Classic Retreat with Treatment      | £85.00                       | £40.00                        | £45.00                            |
| <b>Retreat Type</b>                 | <b>Retreat Price in Full</b> | <b>Non-Refundable Deposit</b> | <b>Balance Due 1 Week Before</b>  |
| Meditation Monday                   | £20.00                       | £10.00                        | £10.00                            |
| Private Swims - Please see overleaf |                              |                               |                                   |

|                         | <b>Retreat Price in Full</b> | <b>Non-Refundable Deposit</b> | <b>Balance Due 1 Week Before</b> |
|-------------------------|------------------------------|-------------------------------|----------------------------------|
| 1-2 Guests - 30 minutes | £15.00                       | £5.00                         | £10.00                           |
| 1-2 Guests - 1 hour     | £25.00                       | £10.00                        | £15.00                           |
| 2-4 Guests - 30 minutes | £20.00                       | £10.00                        | £10.00                           |
| 2-4 Guests - 1 hour     | £35.00                       | £15.00                        | £20.00                           |
| 4-6 Guests - 30 minutes | £25.00                       | £15.00                        | £10.00                           |
| 4-6 Guests - 1 hour     | £45.00                       | £20.00                        | £25.00                           |