

Terms and Conditions

Booking, Payment and Cancellations

After making your reservation by email, letter or telephone, we ask for a Non-refundable deposit of 25% of the total cost of your stay to be paid within 7 days of receipt of your booking documents. This confirms your booking. As soon as your deposit has been received we will send you a booking confirmation and information booklet including all necessary information for planning your arrival, what to pack and how to prepare for the course.

Payment of your deposit will be taken as your acceptance of these terms and conditions and will constitute a contract between yourself and The Retreat. Your full balance is due 8 weeks prior to your arrival at The Retreat. For bookings less than 8 weeks before departure the full amount must be paid on booking.

Cancellation refunds

1. For all stays at The Retreat (incl. courses, self-catering, B&B stays)

25% Deposit: Non-refundable

50% (less deposit) for cancellations received within 30 days of retreat start date.

Cancellations 14 days or less no refund.

2. For Courses away from The Retreat (incl. Florence Watercolour)

25% Deposit: Non-refundable

50% (less deposit) for cancellations received within 30 days of retreat start date.

Cancellations 14 days or less no refund.

Any bank or transaction charges at your expense.

We strongly recommend you purchase travel insurance in the event of you

having to cancel your holiday with us.

The Retreat is limited to a small number of courses on its courses, to allow for a personal experience providing the maximum attention and tuition to its' participants.

Whilst we understand that unexpected events may occur requiring you to cancel your participation, it is your responsibility to read and understand the cancellation policy. Exceptions do not apply for any reason, including injury or illness, personal emergencies or adverse weather conditions.

No refunds apply for failure to attend or complete the retreat, for late arrival or early departures.

We recommend purchasing travel insurance to cover yourself in the unlikely event of having to cancel your course participation in order to cover your costs for the trip as well as any expenses you may incur in case of any medical problems prior to your trip or during your trip.

Travel insurance should be purchased within a specific time from booking, many insurers require purchase within 14 days of booking.

The Retreat reserves the right to cancel retreats with inadequate participant numbers, in which case all money paid to The Retreat will be refunded. Notification of cancellation will occur at least 1 month prior to the retreat start date. The Retreat cannot be held responsible for any travel or personal expenses for airline tickets etc., due to changes in itineraries or retreat cancellations.

Any bank charges on refunds at your expense.

Pricing

1. Painting Holidays at The Retreat (Landscape Courses)

Painting Course Participants

Prices include all tuition, artist materials, transport to and from painting

locations. Breakfast on all days, most lunches and all dinners on painting days, soft drinks and wine on painting days. Accommodation as specified below. Some meals will be taken on location on painting trips and excursion day and are not included.

Non-painting Guests Accommodation as specified below. Breakfast on all days, lunch and dinner on painting days, transport to and from painting locations, soft drinks and wine on painting days when spent with painting group.

2. Painting Holidays at other locations away from The Retreat (incl. Florence Watercolour Courses and urban based courses)

For Painting holidays tutored by The Retreat but taking place at other locations in Italy or elsewhere, what's included will be specified in 'The Course Description' on our website as well as in the booking details you receive upon booking.

As 'away' courses take place at hotels, monasteries or country resorts, their Terms and Conditions apply for cancellations and refunds and liability apply.

Your deposit paid to us covers the deposit required by the hotel/country resort for accommodation and meals as well as a deposit to The Retreat for all activities during the duration of the course. Details will also be provided on request.

All prices are inclusive of heating, electricity, hot water and final cleaning.

We at The Retreat, do our utmost to ensure our guests satisfaction and will aim to resolve problems should they arise to provide a pleasant holiday experience for all our guests.

All prices are exclusive of any national and international telephone calls and extra services such as airport transfers, guided tours (apart from tours specified as included in Courses), laundry etc.

Liability

The owners or their insurers shall not be liable for any loss, damage or injury suffered by the guest(s) while on or in any way connected with the property, so please take out holiday insurance. No liability will be accepted for any loss, damage, expense, injury or inconvenience by reason of any defects in the structure of the property, plumbing, electrical systems, gas, water or failures in the supply of utilities. For any loss or damage to the property or fixtures/fittings, the cost of repair or replacement will be paid to the owners of the accommodation. The cost of repair or replacement or any loss or damage to the property or fixtures/fittings, will be paid to the owners at the end of your stay. We strongly recommend that you take out travel insurance to provide personal and public liability protection. The safety and welfare of children is the sole responsibility of their parent or guardian, Reasonable care should be taken when exploring the local area or gardens at your accommodation and on all excursions. The accommodation is only for the use of the persons specified during the booking process and is

restricted to the maximum number of guests specified.

Other Facts

Upon your arrival we may request a passport or identity card for the purpose of registering you at the guest-house. This is a legal requirement.

Keys Guests must return the keys to the accommodation owners on departure.

DISCLAIMER

Transport to and from Painting Locations: The transport provided may be carried out using vehicles supplied through The Retreat or third person parties. Whilst we ensure your personal safety through the use of suitable vehicles and qualified drivers, we recommend

that you do take out travel insurance to provide personal injury and public liability protection and to cover against loss, damage or theft during your time abroad. Whilst we endeavor to protect your property at all times during your stay. The Retreat and any acting agents hold no responsibility for any losses of personal property of guests due to theft, loss or damage for any reason. Reasonable care should be taken. We do not take responsibility for personal or material damage incurred due to negligent behaviour, including not wearing a seatbelt or leaving items unsecured, improperly packed or not secured or unattended in the vehicle. Any defects should be reported immediately to the agent concerned at the time and not after the retreat.

The same applies to fixtures and fittings, including electrical items, sockets, switches and lights, furniture inside the vehicles. Any chairs used on field trips are weighted to 75 kg. The chairs must be placed on level ground to maximize safety, these are to be used at owners risk! Paints are EU safety coded but it is advised that the guest brings his or own gloves when handling them. Any use of materials from other guests or your own provision is entirely at owner's risk. You are required to obey the handling instructions provided by the manufacturers.

Exposure to elements: whilst we endeavor to provide suitable sun protection in the form of parasols, it is the participant's personal responsibility to wear suitable clothing, including hats and shoes and sunscreen, insect repellants etc. when working outside. Our agents will make recommendations on a daily basis after consulting with respective weather report apps. However, it is the guests sole responsibility to make adequate provisions for themselves. It is advised that drinking water be packed for all fieldtrips. It is recommended to work in the shade or under a parasol at all times.

Any discomfort, including excessive heat or cold, thirst or desire for the toilet should be reported to the agent at that time, privately if necessary.

Any injury or illness should be reported to the agent immediately.

Hospital and or doctor visits are entirely at your risk. All medical bills and or transport are your sole responsibility. We endeavor to assist as much as possible in the arrangement of taxis, ambulances or doctor visits, but we do

not accept any responsibility for your expenses in these matters. Your travel insurance is intended to cover any such expenses.

TRAVEL INSURANCE ESSENTIAL - We require that clients take out holiday cancellation insurance to cover any unforeseen costs in events or illness and medical issues which may force you to cancel your holiday or costs incurred during your holiday.

WE RESERVE THE RIGHT to cancel or amend your course in the event of unforeseen circumstances. A full refund will be made in case of cancellation on our side. We only refund payments made to us for courses booked with us. We do not refund the cost of travel.

FORCE MAJEUR - Refunds do not apply when your course is cancelled as a result of risk of war or threat of war, riot, civil strife, industrial dispute, terrorist activity, natural disaster, fire or adverse weather conditions and similar events beyond our control.

If you are unable to attend your course due to adverse weather conditions, volcanic ash, etc. we will do our best to re-book you on a similar course without extra charge. This is subject to availability on other courses or ability adjust arrival and departure dates according to your re-booked flights for that particular course.

MISADVENTURE - We accept no responsibility for any loss or damage you may suffer during the period of your course due to accident, illness of bodily injury or loss of equipment or belongings or from any other cause. We would stress the absolute necessity for you and the other members of your party to effect appropriate insurance cover. We would advise you obtain form E111 (for UK travelers) and EU health-card for European citizens which entitles you to certain free medical care.