



Salt Escapes Ltd – Terms of Service

DEFINITIONS

All headings and sub-headings are for convenience only and are not to be taken into account for the purposes of interpreting these Terms.

“Company”, “Salt Escapes”, “We”, “Us”, “Our”: Salt Escapes Ltd (Company No. 11086084), trading as Salt Escapes.

“You”, “Your”, “Guest”: the person making the booking and/or attending the Escape.

“Escape”, “Escapes”, “Retreat”, “Retreats”: the trip you have booked with Us (these terms are interchangeable).

“Start Date”: the advertised start date of the Escape, **commencing at 3:00pm** local time on that date, unless otherwise communicated.

“End Date”: the advertised end date of the Escape, **ending at 10:00am** local time on that date.

“Primary place of business”: the accommodation We supply to You as part of Your Escape.

“Deposit”, “Booking Fee”: the **non-refundable £750 per person** payable at the time of booking to secure Your place.

“Total Price”: the full price of Your Escape (including any add-ons purchased from Us).

“Balance”: the Total Price minus the Deposit and any sums already paid.

“Payment Due Date”: **90 days before the Start Date**, being the deadline by which the Balance must be paid in full (unless We agree otherwise in writing).

“Organisers”: Salt Escapes and any employees, contractors or suppliers We engage to help deliver the Escape.

“Cancellation”: You not attending Your scheduled Escape for any reason, including postponing or rescheduling.



POLICIES

Minimum age

The minimum age to attend any Escape is **18**.

Cooling-off period

Because Escapes are booked for specific dates (and include accommodation and other services), the standard 14-day cancellation right for distance sales does not generally apply. This does not affect any statutory rights You may have where applicable.

YOUR HEALTH & RESPONSIBILITIES

Your health

You confirm that You are in good physical condition and You know of no medical or other reason why You cannot (or should not) take part in active exercise and activities that may include (without limitation) strength training, cardiovascular training, HIIT-style sessions, swimming, running, yoga, stretching, hiking and other adventure activities.

You acknowledge We do not provide medical advice. If You have any health concerns, You must seek clearance from a qualified healthcare professional before attending.

Acknowledgement of risks

You acknowledge that travel and physical activity involve inherent risks (including injury, illness, slips/falls, adverse weather, sea conditions, road conditions and remote locations). You agree to participate voluntarily and to follow safety briefings and reasonable instructions given by Our staff, guides and suppliers.

Insurance

It is a condition of booking that You arrange and maintain adequate travel and health insurance for the full duration of the Escape, including cover appropriate for the activities undertaken and **cancellation/curtailment**.



Meeting Your responsibilities and paying for Your trip

You must ensure:

- Your chosen payment method can be charged (credit/debit card payments enabled) and has sufficient funds; and
- the payment method remains valid until at least **1 month after the End Date**.

If Your chosen payment method fails, You are responsible for any fees charged by Your bank or card provider and for paying all amounts due to Us.

If You do not pay amounts due, We may suspend access to services/activities/facilities and/or treat the booking as cancelled in accordance with the Cancellation Terms below.

PAYMENT POLICY

Deposit

To reserve a place, You must pay a **non-refundable Deposit of £750 per person** at the time of booking.

Balance and Payment Due Date (90 days)

The Balance must be paid in full no later than the **Payment Due Date (90 days before the Start Date)**.

If the Balance is not paid by the Payment Due Date:

- the **full Total Price becomes immediately due and payable**; and
- We may (at Our discretion) either (i) continue attempting to take payment from Your nominated payment method, and/or (ii) treat the booking as cancelled by You. If treated as cancelled by You after the Payment Due Date, the **100% non-refundable** position below applies.

We will make reasonable efforts to notify You by email if payments fail, but You remain responsible for ensuring payment is successfully made on time.



CANCELLATIONS POLICY (GUEST CANCELLATIONS)

You are responsible for reading and understanding these Cancellation Terms before booking. You should ensure Your insurance includes cancellation cover appropriate to Your circumstances.

How to cancel

Any cancellation must be notified to Us **in writing** (email is acceptable). The effective cancellation date is the date We receive Your written notice.

Payment gateway fees (non-refundable)

Where a refund is due, **payment processing / transaction fees** charged by Our payment gateway (and not refunded to Us by the processor) will be **deducted from Your refund**. This includes any non-refundable processing fees applied to the original payment(s) and, where applicable, non-refundable processing fees on any refunded amounts.

Cancellation charges (based on days before Start Date)

Cancellation charges reflect Our genuine costs and commitments (including accommodation, staffing, transport and supplier commitments) and the reduced likelihood of reselling places closer to departure.

120 days or more before Start Date

Refund: **all sums paid, less** (i) payment gateway fees and (ii) the **£750 per person Deposit** (non-refundable).

Between 90 and 119 days before Start Date

Refund: **50% of sums paid, less** (i) payment gateway fees and (ii) the **£750 per person Deposit** (non-refundable).

90 days or less before Start Date (including after the Payment Due Date)

100% non-refundable: no refund of any sums paid. If any part of the Total Price remains unpaid, You remain liable to pay the **full Total Price**, and We may charge the outstanding amount to Your nominated payment method and/or pursue recovery.



No credit for late arrivals / early departures

We do not provide refunds or credit for arriving late, missing activities, or departing early for any reason.

CANCELLATIONS / CHANGES MADE BY US

If We cancel an Escape or change the Start Date for reasons within Our control, You may choose either:

- to transfer amounts paid to another Escape (as credit, to be used within **2 years**), or
- to request a refund of payments made to Us (subject to deduction of any non-refundable payment gateway fees, where applicable).

Where cancellation occurs due to events outside Our reasonable control (e.g., unavoidable and extraordinary circumstances affecting delivery of the Escape), We will act reasonably and in line with applicable consumer law.

PASSPORTS, VISAS AND DOCUMENTS

It is solely Your responsibility to ensure You have a valid passport, visas and any other documentation required for entry into any country visited (or transited), including any health requirements and vaccinations.

THIRD PARTIES & TRANSPORT

We may use third-party suppliers (e.g., guides, drivers, boat operators, studios) to deliver parts of an Escape. We will take reasonable care in selecting suppliers.

You are responsible for booking and managing Your travel to/from the destination. We are not responsible for delays, missed or cancelled flights, ferries, buses or other transport that You arrange independently.



LIABILITY, INDEMNITY & WAIVER

Important legal notice

Nothing in these Terms excludes or limits liability where it would be unlawful to do so. In particular, We do not exclude or limit liability for:

- death or personal injury caused by Our negligence;
- fraud or fraudulent misrepresentation; or
- any other liability that cannot be excluded or limited under applicable law.

Assumption of inherent risks

You acknowledge and accept the inherent risks of travel and physical activities described above and agree to participate voluntarily.

Release / waiver (to the extent legally permitted)

To the maximum extent permitted by law, You agree that We will not be liable for loss, damage, cost or expense arising from:

- Your failure to follow safety instructions or reasonable directions;
- Your own acts or omissions;
- pre-existing medical conditions or Your failure to disclose relevant information when asked; or
- ordinary, inherent risks of the activities (where not caused by Our negligence).

Liability cap (non-injury claims)

Subject to the “Important legal notice” above, Our total liability to You for any claims arising out of or in connection with an Escape (whether in contract, tort, negligence or otherwise) shall not exceed the **Total Price paid by You for the Escape**.

We are not liable for:

- indirect or consequential loss;
- loss of enjoyment; or
- loss of profit, revenue or opportunity, except to the extent such loss cannot be excluded under applicable law.



Guest indemnity (limited and enforceable)

You agree to indemnify Us (and Our employees/contractors) for any losses, liabilities, claims, damages and reasonable costs arising from:

- Your breach of these Terms;
- Your negligent or wilful acts/omissions; or
- Your misconduct or failure to follow reasonable safety instructions, including any claims brought by third parties as a result of the above.

For clarity, You do **not** indemnify Us for losses to the extent caused by Our negligence or breach of contract.

PHOTO / VIDEO RELEASE – USE OF IMAGE

We often take photos and videos during Escapes for operational and marketing purposes.

How We may use images

By attending an Escape, You grant Us permission to use photos/videos in which You may appear for:

- community updates and trip memories shared with guests;
- Our website, social media, emails and other marketing; and
- internal training and quality control.

Your choice / opt-out

You may opt out of marketing use at any time by notifying Us in writing (email is acceptable). If You opt out:

- We will take reasonable steps to avoid featuring You in future marketing content and to remove/stop using content under Our control where practicable; and
- this will not affect content already published or printed where removal is not reasonably practicable, but We will stop further use going forward.

You acknowledge You will not be paid for the use of any images/videos and You waive any right to inspect or approve finished materials.



GENERAL

By booking any Escape with Us, You agree to be bound by these Terms.

For questions, contact: [**support@salt-escapes.com**](mailto:support@salt-escapes.com)

GOVERNING LAW & JURISDICTION:

These Terms are governed by the laws of England and Wales, and the courts of England and Wales shall have exclusive jurisdiction (subject to any mandatory consumer protections that apply).