



Bravura Retreats Terms and Conditions

Effective Date: 16/01/2025

Welcome to Bravura Retreats, part of Zing Performance Ltd. By booking or participating in a retreat, you agree to the following Terms and Conditions.

1. Introduction

1.1 These Terms and Conditions (“Terms”) govern the provision of retreats (“Retreat”) by Bravura Retreats, a division of Zing Performance Ltd (“we”, “us”, “our”). By booking a Retreat, you agree to comply with these Terms.

1.2 These Terms, together with our Privacy Policy, form the entire agreement between you (“you” or “Guest”) and us and supersede any prior agreements.

2. Retreat Information

2.1 Details about the Retreat, including location, services, and pricing, are available on our website **www.bravura-retreats.com**.

2.2 Bravura Retreats reserves the right to make reasonable changes to the Retreat schedule, location, or content as needed to enhance the guest experience.

3. Booking and Payment

3.1 **Securing Your Place:** To secure your place, a 20% reservation fee is required, unless booking is within 30 days of

the retreat, in which full payment is required. This fee is non-refundable except where the Retreat is cancelled by us.

3.2 Full Payment: Full payment must be made no later than 30 days before the Retreat start date. Failure to pay in full may result in cancellation of your booking, with all fees forfeited.

3.3 Booking Confirmation: Your booking is confirmed when you receive a Booking Confirmation email. If we decline your booking for any reason, any payment received will be refunded in full.

4. Cancellations and Refunds

4.1 14-Day Cooling-Off Period: You may cancel your booking within 14 days of receiving your Booking Confirmation and receive a full refund, provided no services have been delivered during this period.

4.2 Cancellations After 14 Days:

- Cancellations made more than six weeks before the Retreat: Eligible for a 50% refund (excluding the reservation fee).
- Cancellations made less than six weeks before the Retreat: No refunds will be issued.

4.3 Refunds will not be issued for non-attendance or partial participation.

5. What's Included

5.1 The Retreat includes accommodation, meals, and activities as specified on the website. Travel, insurance, and any additional costs are not included unless explicitly stated.

5.2 Dietary and medical requirements must be communicated at the time of booking to ensure your needs are accommodated.

6. Your Responsibilities

6.1 You are responsible for consulting a medical professional if you have health concerns that may affect your ability to

participate. You remain responsible for your health and wellbeing throughout the Retreat.

6.2 You must act respectfully towards other Guests, staff, and the Retreat venue. Disruptive behaviour may result in removal from the Retreat without a refund.

6.3 You are responsible for arranging travel and ensuring compliance with any legal or health requirements for attendance.

7. Liability

7.1 Bravura Retreats and Zing Performance Ltd are not liable for injuries, losses, or damages incurred during the Retreat, except in cases of negligence or breach of legal duty.

7.2 You must obtain adequate travel insurance to cover cancellations, delays, and medical emergencies.

8. Intellectual Property

8.1 All content provided during the Retreat, including materials, exercises, and the Zing Performance program, is owned by Zing Performance Ltd and may not be reproduced, shared, or distributed without permission.

9. Force Majeure

9.1 We are not liable for delays or cancellations caused by events beyond our reasonable control, such as natural disasters, pandemics, or government restrictions.

10. Confidentiality

10.1 To create a safe environment, all shared information during the Retreat is considered confidential and must not be disclosed without consent.

10.2 We are committed to protecting your personal data in line with applicable data protection laws.

11. Complaints and Contact

11.1 If you have concerns during the Retreat, please notify us immediately at **hello@bravura-retreats.com**, so we can address them promptly.

12. General

12.1 These Terms are governed by the laws of England and Wales, and disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

12.2 Our registered address is:

Zing Performance Ltd

1110 Elliott Court, Coventry Business Park, Herald Avenue,
Coventry CV5 6UB