

## Fitfish Terms and Conditions

Fitfish is the trading name for Fit Fish Holidays Ltd company number 7378005, registered address 90 Walkers Green, Marden, Hereford, HR1 3EA

### GENERAL

- All Fitfish guests and participants take part in the events, activities and programmes at their own risk and Fitfish shall not be liable for any injury or loss that might occur as a result of their participation other than as a result of the negligence of Fitfish.
- Fitfish takes all reasonable steps to minimise risk of injury to guests and participants during the events, activities and programmes. A risk assessment process is in place for each activity which aims to eliminate and minimise the risk to everyone taking part. However by registering for any Fitfish event, activity or programme you acknowledge that there may be conditions or circumstances beyond our control that can lead to unforeseen risks. If you have any concerns or queries please contact us before registering.
- Please consult your doctor before you embark on a new exercise routine
- All Fitfish guests take responsibility for their own readiness to participate in exercise and are advised to reconsider their participation if ill or injured.
- All guests take responsibility to eat and drink appropriately to provide enough energy and hydration for the exercise sessions
- Fitfish reserves the right to make changes to the advertised classes and programmes

### Privacy and Protection

Please see our Privacy Policy for detailed information.

- Photos and videos may be taken during your Fitfish experience and used for marketing purposes.
- By registering and taking part in any Fitfish activity you agree to photos and videos of you being used for marketing purposes
- Please contact the office to opt out of this.

### RETREATS

#### Payments

- A deposit of £50 is required on booking to reserve a place.
- The final balance is due 2 months before the retreat. This amount will be taken off the card used to make the deposit unless notified otherwise

#### Cancellation and Refund Policy Weekend Retreats

- Guest Cancellation
  - More than 2 months prior to retreat, choice of another weekend or deposit lost
  - Less than 2 months prior to weekend no refund. Guests can find a replacement guest for a full refund.

- Due to circumstances beyond our control we reserve the right to cancel a retreat up to the event itself and give a full refund.
- If Covid regulations stipulate that the retreat cannot go ahead, to the extent that the venue itself is closed and cannot operate, then a full refund will be given
- If you are unable to attend due to personal Covid related reasons (isolation or having Covid) then no refund will be able to be given. IT IS HIGHLY RECOMMENDED THAT YOU HAVE TRAVEL INSURANCE TO COVER THIS

### **Attendance in light of Covid**

- Vaccinations aren't a requirement currently
- Tests are not a requirement currently
- Masks are not a requirement currently
- Social distancing is not a requirement currently

### **Included Options**

Fitfish will endeavour to allocate guests their first choice of option however if this is not available guests will be offered their second choice.

### **Alcohol**

- The House of Bread does not allow alcohol on the premises, please respect this.
- The Greenhouse Christian Centre allows guests to bring their own alcohol to meals and can provide glasses
- At Shallowford only alcohol purchased at their bar can be consumed on the premises.

### **Smoking**

Smoking is not permitted inside any retreat buildings.

### **Insurance**

- If guests are unable to attend due to personal Covid related reasons (isolation or having Covid) then no refund will be able to be given. IT IS HIGHLY RECOMMENDED THAT YOU HAVE TRAVEL INSURANCE TO COVER THIS
- Guests are advised to obtain their own travel insurance for personal property and injury or illness. Fitfish accept no responsibility for any damage or loss of personal property

### **YOUR PLATE OF PLENTY**

- As with any amends to your lifestyle do check with your doctor first.
- Your Plate of Plenty is a guide only and doesn't dictate what you should eat. It doesn't account for any medical conditions that could be affected by diet.

- Your personalised amounts have been worked out using Government Guidelines, research and Fitfish Team experience of working with people to achieve healthier lifestyles and body transformation using both nutrition and exercise.
- Every food has a combination of all macro nutrients, and this is recognised in the calculations.
- Remember that Your Plate may need adjusting as you reach your weight goals or if you decrease or increase your activity levels.
- A healthy lifestyle is achieved through a combination of many factors including good nutrition and an exercise routine.
- It is important to fill Your Plate, less food than this isn't recommended for Your goal and may slow your progress.

### **Healthy, Whole & Free Forever Membership Programme**

This programme is not suitable for everyone and may not be appropriate for those with certain medical conditions or those who have a large amount of weight to lose. Fit Fish Holidays Ltd reserves the right to advise of this and to refund the application amount and provide support through its other resources.