

SheRunz SheRetreatz – Terms & Conditions

1. Pricing

All prices are displayed in New Zealand Dollars (NZD). Prices are subject to change at any time prior to booking confirmation.

2. Travel to/from Retreat or Event

Travel to and from a Retreat is the responsibility of the individual participant. Each participant must organise their own transport, accommodation (pre/post event), and any other necessary arrangements.

All associated costs; including, but not limited to, transport, accommodation, gear, travel insurance, and unforeseen expenses, are not covered by SheRunz SheRetreatz and are not included in any payments made to SheRunz SheRetreatz.

We strongly encourage participants to arrange appropriate travel and insurance coverage.

3. Payments

Payments are due by the date stated on the Website / Registration / Entry Form. Late payments will incur a penalty of 10%.

Once the initial deposit is paid, payment plans are available on request.

4. Refund Policy

SheRunz SheRetreatz offers **Entry Protection Insurance** through **X Cover** to provide participants with Retreat refund protection.

When booking a Retreat, participants may choose to opt in and add this insurance.

SheRunz SheRetreatz does not offer a separate refund or withdrawal policy.

If you choose not to take out X Cover Entry Protection Insurance, you acknowledge there will be **no refunds** or rollovers (in full or part) to another Retreat for any reason.

5. Minimum or Limited Numbers

SheRunz SheRetreatz reserves the right to cancel a Retreat if minimum numbers are not met.

In the event of cancellation, we will work with each individual to reschedule, transfer, or refund as applicable.

6. Liability Disclaimer

SheRunz SheRetreatz is not responsible for third-party actions that may impact your retreat, coaching session, or event experience.

While we do our best to provide accurate and up-to-date information, some facilities or services may become unavailable due to circumstances beyond our control.

SheRunz SheRetreatz is not liable for injury, loss, or damage incurred during participation in any SheRunz SheRetreatz activity. Participation is at your own risk.

7. Force Majeure

SheRunz SheRetreatz is not liable for disruptions or cancellations resulting from force majeure events. These include, but are not limited to: war, natural disasters, pandemics, government restrictions, severe weather, or any other circumstances beyond our control.

8. Personal Responsibility & Medical Considerations

Participants must complete a medical declaration and provide accurate health information prior to travel. It is the participants responsibility to update SheRunz SheRetreatz in writing on any changes, between completing the medical declaration and the start of Retreat. Participants are responsible for managing their own medical supplies and safety throughout all SheRunz SheRetreatz activities (retreats, events, or coaching). While SheRunz SheRetreatz may provide basic medical support, we do not assume responsibility for emergency medical care. All associated costs, including evacuation or treatment, are the participant's responsibility.

9. Insurance

Participants can opt in for Entry Protection Insurance (via X Cover) at the time of booking and deposit payment. This insurance **cannot** be added later. Participants are also required to arrange their own **comprehensive travel insurance**, which should cover (but is not limited to): medical emergencies, cancellations, repatriation, personal belongings, and travel disruptions. Proof of insurance may be required prior to participating in certain retreats or events.

10. Retreat Participation & Activity Modifications

This clause applies **only to SheRunz SheRetreatz Retreats**. If a retreat participant chooses **not to participate** in any scheduled activity, or requests **modifications** to the planned itinerary (for example, transport changes, alternative meals, private accommodation, or individual logistics), any additional costs incurred will be **the sole responsibility of the participant**. No refunds, discounts, or reimbursements will be provided for missed, skipped, or altered retreat activities - regardless of reason, including personal preference, illness, injury, or lack of preparation.

11. Event & Retreat Conditions

- Outdoor retreats and events may involve risks such as, but not limited to, rugged terrain, river crossings, unpredictable weather, and wildlife.
- Participants must be familiar with basic safety protocols and equipment (e.g., GPS, Personal Locator Beacons, first aid).
- SheRunz SheRetreatz reserves the right to modify, reschedule, or cancel activities for safety reasons. In these cases, we will aim to provide alternative arrangements; however, refunds will not be issued.
- Participants must follow all safety instructions provided by SheRunz SheRetreatz leaders and guides or associated third parties.

12. Inclusivity, Suitability & Participant Disclosure

SheRunz SheRetreatz is committed to creating an inclusive, respectful, and welcoming environment for all participants. We do not discriminate on the basis of disability, neurodiversity, medical conditions, race, religion, gender, sexuality, or personal background. Participants are responsible for ensuring that a retreat, event, coaching service, or activity is suitable for their individual needs, abilities, health, and personal circumstances. Due to the nature of our retreats and events, some environments, activities, destinations, or conditions may not be suitable for every individual, and SheRunz SheRetreatz may not be able to

reasonably accommodate all personal, medical, sensory, psychological, physical, or neurodiverse needs.

Participants must disclose any relevant medical, physical, psychological, sensory, neurodiverse, or accessibility considerations that may impact their participation, safety, wellbeing, or the experience of others prior to booking or attendance.

While SheRunz SheRetreatz will make reasonable efforts to discuss suitability and provide information to assist participants in making informed decisions, we cannot guarantee that every retreat environment, activity, destination, accommodation, culture, climate, transport arrangement, or group setting can be modified to meet individual requirements.

If a participant is unsure whether a retreat, event, or activity is appropriate for them, they are encouraged to contact SheRunz SheRetreatz prior to booking to discuss suitability and requirements.

Failure to disclose relevant information may result in limitations to the support or accommodations that can reasonably be provided during participation.

13. Coaching Services

By participating in SheRunz SheRetreatz coaching or exercise programs, you acknowledge that there are inherent risks to health and safety.

Injuries can occur due to, but not limited to, factors such as form, environment, or equipment use.

Results are not guaranteed and will vary between individuals.

Our coaches are qualified professionals, but they are **not** medical doctors or registered nutritionists. Any advice given is not a substitute for medical or nutritional consultation.

Please consult a health professional before starting any SheRunz SheRetreatz program.

14. Reputation & Conduct

By participating in any SheRunz SheRetreatz retreat, event, or coaching service, you agree not to engage in any conduct that could bring SheRunz SheRetreatz into disrepute. This includes, but is not limited to, making defamatory, misleading, or harmful statements about SheRunz SheRetreatz, its team, or other participants - whether in person, on social media, in traditional media, or in public forums.

SheRunz SheRetreatz reserves the right to take legal action in cases of defamation, slander, or any action that damages the reputation or integrity of the organisation.

15. Fitness, Readiness & Medical Clearance

Participants are responsible for ensuring they are fit, healthy, and adequately prepared - physically, mentally, and emotionally - for the activities involved in their chosen retreat, event, or coaching service. This includes the ability to manage:

- Extended hikes or runs
- Physical challenges
- Exposure to varying environments, temperatures, cultures, and altitudes

Participants may be required to provide **medical clearance** from a healthcare professional prior to attending certain activities.

Failure to disclose relevant health concerns or undertake adequate preparation may result in removal from the retreat or activity, without refund.

16. Agreement & Acknowledgment

SheRunz SheRetreatz Terms and Conditions (updated 26/05/2026)

By making any payment to SheRunz SheRetreatz, you confirm that you have read, understood, and agreed to these Terms & Conditions.

If you have any questions, please contact info@sherunzsheretreatz.com prior to booking.