

TERMS AND CONDITIONS

THE BALI ESCAPE RETREAT 2027

Organiser: Workout Bully Coaching / Elevate30Coaching

Destination: Bali, Indonesia

Retreat Dates: 9 May to 22 May 2027

Version: 1.0 | 12 October 2026

Article 1. General Provisions and Applicability

1.1. These Terms and Conditions apply to all reservations, bookings and participation in The Bali Escape Retreat 2027, organised by Workout Bully Coaching, operating under the name Workout Bully Coaching / Elevate30Coaching, hereinafter referred to as the "Organiser".

1.2. The retreat will take place from 9 May to 22 May 2027 in Bali, Indonesia.

1.3. The retreat is an organised experience focused on fitness, personal development, relaxation, adventure and connection.

1.4. The agreement consists of these Terms and Conditions, the booking confirmation and the package description provided before booking, as published on the official website.

1.5. By booking the retreat, the Participant accepts the applicable Terms and Conditions and the agreed payment obligations.

1.6. The applicable legal provisions relating to package travel apply to the retreat. Mandatory statutory provisions shall prevail over these Terms and Conditions.

Article 2. Booking and Reservations

2.1. Participation is only permitted following a confirmed booking.

2.2. The maximum number of Participants is 20. No minimum group size is guaranteed unless otherwise agreed in writing.

2.3. An agreement is formed when the Participant accepts the offer and the Organiser confirms the booking.

2.4. A deposit of 25% of the total retreat price is payable upon booking.

2.5. A reservation will only be processed as final in the Organiser's administration once the deposit has been received.

2.6. The Participant is responsible for providing accurate personal information and promptly communicating any changes.

2.7. The Organiser may refuse a booking where there is an objective and justified reason, such as failure to meet previously communicated participation or safety requirements.

2.8. If a booking is not accepted, any amounts already received will be refunded in full.

Article 3. Prices and Payment Conditions

3.1. The participation fees are:

- Early Bird: €2,199 per person.
- Regular Ticket: €2,399 per person.
- Community Member Early Bird: €2,149 per person.

3.2. A maximum of 10 Early Bird places are available. Once these places have sold out, the regular price applies. The Community Member discount is only available while Early Bird tickets remain available.

3.3. A deposit of 25% of the total agreed retreat price is required.

3.4. The remaining balance of 75% must be paid in full no later than 9 March 2027.

3.5. For bookings made on or after 9 March 2027, the full retreat price is payable immediately, unless otherwise agreed in writing.

3.6. Payment plans are only valid when confirmed in writing.

3.7. An agreed payment plan does not change the total amount payable or the applicable cancellation conditions.

3.8. If the Participant fails to make a payment on time, the Organiser will issue a written reminder and provide a reasonable additional period for payment.

3.9. If payment is not received within this period, the Organiser may terminate the agreement and charge appropriate and justified cancellation fees, subject to applicable law.

3.10. Statutory debt collection costs may only be charged where the applicable legal requirements have been met.

3.11. The Organiser is not required to provide additional services or activities that are not included in the agreement or for which a separately payable amount remains outstanding.

3.12. Discounts cannot be combined unless expressly stated otherwise.

3.13. Once the booking has been confirmed, the agreed retreat price will not be increased unilaterally.

Article 4. Cancellation by the Participant

4.1. Right to Cancel

The Participant has the right to cancel their booking for The Bali Escape Retreat in writing before the retreat begins.

Cancellations must be submitted by email to the Organiser's official email address.

The official cancellation date is the date on which the cancellation notice is received by the Organiser.

4.2. Financial Commitments of the Organiser

The Organiser enters into significant financial commitments well before the retreat begins.

These include, among other expenses, full advance payment for the accommodation, which is non-refundable, as well as costs relating to coaches, staff, activities, reservations and other organisational commitments.

The Participant acknowledges that these costs may remain wholly or partially payable in the event of cancellation.

4.3. Cancellation Fees

In the event of cancellation by the Participant, the following standardised cancellation fees apply, provided they are appropriate and justified based on expected cost savings, existing financial commitments and the possibility of reselling the released travel services.

Cancellation Period	Cancellation Fee
More than 120 days before the start	25% of the total retreat price
120 to 91 days before the start	50% of the total retreat price
90 days or less before the start	100% of the total retreat price

4.4. Cancellation Within 90 Days

If the Participant cancels within 90 days before the retreat begins, the full agreed retreat price will, in principle, remain payable.

This reflects the Organiser's non-refundable financial commitments and the limited opportunities to resell the vacant place at short notice.

The 100% cancellation fee applies only insofar as it is appropriate and justified under applicable law in the specific circumstances.

4.5. Calculation of Cancellation Fees

Cancellation fees are calculated based on the total agreed retreat price, including any discounts applied.

Amounts already paid will be deducted from the applicable cancellation fee.

If the legally payable cancellation fee exceeds the amount already paid, the Participant remains responsible for paying the difference.

If the Participant has paid more than the legally payable cancellation fee, the difference will be refunded.

4.6. Deposit

The 25% deposit serves to confirm the booking and will be offset against the legally payable cancellation fees.

The deposit is not automatically non-refundable in all circumstances. Any statutory rights to a refund remain applicable.

4.7. Non-Refundable Expenses

The Participant acknowledges that the Organiser enters into financial commitments that cannot be cancelled or recovered, either fully or partially, once payment has been made.

These expenses may include:

- Advance payments for accommodation and the villa.
- Reservations and payments to external service providers.
- Costs relating to coaches and retreat facilitators.
- Prepaid activities and excursions.
- Other commitments directly associated with the retreat.

These expenses will be taken into account when justifying the cancellation fee, insofar as they genuinely affect the Organiser's costs and savings.

4.8. Reselling a Cancelled Place

If a cancelled place can be resold, the associated income and any resulting cost savings will be considered when determining an appropriate cancellation fee.

The Organiser is not required to resell the available place under commercially unreasonable conditions.

4.9. Justification of Cancellation Fees

Upon request, the Organiser will provide the Participant with an explanation of the calculated cancellation fee.

If a standardised fee proves inappropriate or unjustified in a particular case, it will be adjusted in accordance with applicable law.

4.10. Cancellation Due to Personal Circumstances

Personal circumstances such as illness, injury, employment obligations, family circumstances, relationship issues or other personal reasons do not automatically entitle the Participant to cancellation without fees.

Participants are strongly advised to obtain suitable travel cancellation insurance when booking the retreat.

4.11. Transfer of Booking

The Participant may transfer their booking to another suitable Participant in accordance with Article 5 of these Terms and Conditions.

Notification provided at least seven days before the retreat begins will, in any event, be considered timely.

Reasonable and demonstrable transfer costs may be charged in accordance with applicable law.

4.12. Failure to Attend (No-Show)

If a Participant fails to arrive on the agreed arrival date without cancelling in advance, this will be recorded as a no-show.

A no-show does not automatically entitle the Participant to a refund.

The Organiser may charge legally justified costs, taking into account applicable law and any costs saved.

4.13. Early Departure and Unused Services

If a Participant voluntarily leaves the retreat early, arrives late or chooses not to participate in certain programme activities, this does not automatically entitle them to a partial refund.

Any additional expenses resulting from personal changes to travel arrangements, including independently booked transport or additional accommodation, will be borne by the Participant, provided these expenses are not included in the agreed package.

The Participant's statutory rights in the event of improper performance of the agreement remain unaffected.

4.14. Partial Cancellation of a Group Booking

Where multiple Participants book under one reservation and one or more Participants cancel, cancellation fees will be calculated based on the agreed share of the cancelling Participant or Participants.

If a partial cancellation demonstrably causes additional costs for the remaining Participants, for example due to changes in room occupancy, these costs will be clearly explained in advance.

Additional charges will only be passed on where previously agreed and legally permitted.

4.15. Unavoidable and Extraordinary Circumstances

If unavoidable and extraordinary circumstances arise at the destination or in its immediate vicinity that significantly affect the performance of the retreat or transportation to the destination, the Participant has the right, subject to applicable law, to terminate the agreement without paying a cancellation fee.

In such circumstances, the Participant will receive a full refund of all amounts paid towards the retreat.

4.16. Alternative Arrangements and Travel Credit

In the event of cancellation, the Organiser may voluntarily offer alternative participation dates, a booking transfer or travel credit towards a future retreat.

Such arrangements are not mandatory and will only apply where both parties agree.

Offering an alternative does not restrict the Participant's statutory rights.

4.17. Refunds

Where the Participant is entitled to a full or partial refund following termination of the package travel agreement, the refund will be processed within 14 days of termination.

Refunds will generally be made using the original payment method, unless otherwise agreed in writing.

4.18. Applicable Law

The cancellation percentages stated in this Article constitute standardised cancellation fees as referred to in Article 7:509 of the Dutch Civil Code.

They apply insofar as they are appropriate and justified, taking into account expected cost savings and the possibilities of alternative sale of the travel services.

Mandatory consumer rights shall always prevail over these Terms and Conditions.

Article 5. Transfer of Participation

5.1. The Participant may transfer their booking to another person who meets the participation requirements.

5.2. The Organiser must be informed of the transfer in writing and in good time. Notification at least seven days before the retreat begins will, in any event, be considered timely.

5.3. Any demonstrable and reasonable costs directly resulting from the transfer may be charged to the Participant.

5.4. The original Participant and the replacement Participant are jointly responsible for outstanding payments and lawful transfer costs.

5.5. The replacement Participant must accept all applicable Terms and Conditions.

Article 6. Cancellation by the Organiser

6.1. The Organiser may cancel the retreat if performance becomes impossible due to unavoidable and extraordinary circumstances.

6.2. Depending on the circumstances, these may include natural disasters, serious safety concerns, armed conflict or other unforeseen events that make performance impossible.

6.3. If the Organiser cancels for such reasons, the Participant will receive a full refund of the amount paid within the legally required period of no more than 14 days.

6.4. If a minimum number of Participants has been agreed and communicated before booking, the Organiser may cancel the retreat due to insufficient bookings, provided the Participant is notified no later than 20 days before the scheduled start.

6.5. The Organiser may offer an alternative date or voucher. The Participant retains their statutory rights to a refund.

6.6. Any additional statutory rights remain unaffected.

Article 7. Included and Excluded Services

7.1. The retreat includes accommodation, meals, training sessions, workshops, group activities, relaxation activities and excursions, as specified in the official package description.

7.2. The exact services included in the package will be clearly communicated before booking, as detailed on the official website.

7.3. Unless expressly stated otherwise, the following are not included:

- International flights.
- Passport and visa fees.
- Travel and cancellation insurance.
- Personal expenses and additional refreshments.
- Independently booked excursions and activities.
- Personal medical expenses.

7.4. Additional services outside the agreed package may be charged separately where the Participant agrees to such charges.

7.5. The Organiser is not responsible for independent bookings made by a Participant outside the retreat package, except where applicable law provides otherwise.

Article 8. Programme and Changes

8.1. The Organiser will prepare the retreat programme with due care.

8.2. Minor changes to the programme may be made when necessary due to weather conditions, safety considerations, availability or logistical limitations, provided the legal requirements for such changes are met.

8.3. Where changes are necessary, the Organiser may adjust the order of activities or offer a suitable equivalent alternative.

8.4. Minor changes to scheduling or the order of activities do not automatically entitle the Participant to a refund.

8.5. In the event of significant changes to essential elements of the package, the Participant retains their statutory rights to an appropriate solution, price reduction or termination.

8.6. A specific coach, trainer or facilitator may be replaced by a suitably qualified alternative due to illness or unforeseen circumstances, provided this does not constitute a significant change to the agreed package.

8.7. The Organiser may modify or cancel activities where participation presents a specific safety risk.

Article 9. Health and Physical Participation

9.1. Participation in the retreat includes physical activities such as strength training, cardiovascular training, group workouts and potentially intensive sporting activities.

9.2. The Participant is responsible for truthfully providing relevant information necessary for safe participation.

9.3. Participants who have concerns regarding their health or physical ability should seek appropriate medical advice before participating.

9.4. Participation in sporting activities must take place within each Participant's individual physical capabilities.

9.5. Participants must follow safety instructions provided by coaches and facilitators.

9.6. The Organiser may refuse or terminate participation in a specific activity where objective and reasonable safety concerns exist.

9.7. Participation in individual activities is voluntary. Choosing not to attend an activity does not automatically entitle the Participant to a refund.

9.8. The Organiser does not guarantee specific physical results, weight loss, muscle gain or mental changes resulting from participation in the retreat.

9.9. The Organiser may contact appropriate emergency services in the event of a medical emergency.

9.10. Medical information will only be processed where necessary and legally permitted, with appropriate safeguards for privacy and confidentiality.

Article 10. Liability

10.1. The Organiser is responsible for the proper performance of the agreed travel services in accordance with applicable law.

10.2. The Participant acknowledges that sporting, recreational and adventure activities involve inherent risks.

10.3. The Participant must take reasonable safety precautions and follow the instructions of coaches, facilitators and local professionals.

10.4. The Organiser shall not be liable for damage or injury insofar as it demonstrably results from the Participant's own acts or omissions and cannot legally be attributed to the Organiser.

10.5. The Organiser shall likewise not be liable for damage that, under applicable law, can be attributed entirely to a third party unconnected with the performance of the travel services, or to unavoidable and extraordinary circumstances.

10.6. Liability that cannot legally be excluded or limited, including certain forms of liability for personal injury, remains unaffected.

10.7. Participants are responsible for damage they cause through attributable conduct to property belonging to the Organiser, accommodation providers or third parties.

10.8. The Organiser is not liable for independently booked travel or activities outside the agreed package, unless applicable law provides otherwise.

10.9. Any limitation of liability applies only within the limits permitted by applicable law.

Article 11. Conduct, Safety and Group Rules

11.1. All Participants are expected to behave respectfully and responsibly towards fellow Participants, coaches, staff and local residents.

11.2. Discrimination, harassment, aggression, threats, theft, sexual misconduct and other serious inappropriate behaviour are prohibited.

11.3. The use or possession of illegal drugs is prohibited throughout the retreat.

11.4. Excessive alcohol consumption that demonstrably disrupts safety, peace or group dynamics may result in appropriate action.

11.5. Participants must respect local culture, laws and customs in Indonesia.

11.6. In the event of misconduct, the Organiser may take appropriate measures, including issuing a warning, excluding the Participant from activities or, in sufficiently serious circumstances, terminating participation.

11.7. Where immediate action is necessary to protect other Participants or staff, the Organiser may intervene without delay.

11.8. A Participant who causes damage or demonstrable additional expenses through their attributable conduct may be held liable for those costs.

11.9. Termination due to misconduct does not automatically entitle the Participant to a refund. Financial consequences will be determined in accordance with applicable law and the specific circumstances.

Article 12. Accommodation and Personal Belongings

12.1. Participants must treat the accommodation, furniture, facilities and shared areas with care.

12.2. Damage caused by a Participant's attributable conduct may be charged to that Participant.

12.3. Participants must comply with the applicable house rules of the accommodation.

12.4. The Organiser advises Participants to store personal valuables securely.

12.5. Liability for loss, theft or damage to personal belongings will be determined in accordance with applicable law.

12.6. Where house rules are demonstrably violated, the Organiser may take appropriate measures to protect safety, peace and property.

Article 13. Photography and Video

13.1. Photographs and videos may be taken during the retreat to document the experience.

13.2. Such content may be used for aftermovies, websites, social media and promotional campaigns, provided a valid legal basis exists for such use.

13.3. Separate consent will be requested where required for identifiable commercial use of photographs or videos.

13.4. Participants may refuse consent for commercial use of identifiable content without affecting their participation in the retreat.

13.5. Consent may be withdrawn in accordance with applicable privacy legislation. Withdrawal does not retroactively affect the lawfulness of processing carried out before withdrawal.

13.6. Participants must respect the privacy and personal boundaries of others when creating or publishing their own photographs or videos.

Article 14. Travel Documents, Insurance and Personal Responsibilities

14.1. The Participant is responsible for obtaining and maintaining valid personal travel documents, including a valid passport and any required visa.

14.2. The Organiser will provide the legally required general information regarding travel documents and health formalities before booking.

14.3. Each Participant is responsible for arranging their own personal documentation, insurance and individual travel obligations in good time.

14.4. Participants are strongly advised to obtain suitable travel insurance covering medical treatment, sporting activities, accidents and repatriation.

14.5. Travel cancellation insurance is also strongly recommended.

14.6. Problems relating to personal travel documents do not automatically entitle the Participant to cancellation without fees.

14.7. The Organiser's statutory responsibilities remain fully applicable.

Article 15. Early Departure, Absence and No-Shows

15.1. A Participant who voluntarily arrives late, leaves early or chooses not to attend certain retreat activities is not automatically entitled to a refund for unused services.

15.2. The Organiser is not required to rearrange individual programme activities at its own expense due to a Participant's personal absence.

15.3. Costs resulting from personal choices, such as individual transport or independently booked additional accommodation, are the Participant's responsibility where these services are not included in the agreed package.

15.4. If a Participant leaves the retreat early for personal reasons, any request for a refund will be assessed in accordance with the agreement and applicable law.

15.5. This Article does not limit statutory rights where the Organiser fails to perform the agreed package travel services properly.

Article 16. Complaints and Disputes During the Retreat

16.1. If the Participant discovers that an agreed service is not being performed correctly, they must report this without undue delay.

16.2. Where applicable, the Organiser will be given a reasonable opportunity to resolve the issue.

16.3. Participants are requested to discuss complaints directly with the responsible retreat representative wherever possible, so that issues can be addressed during the stay.

16.4. Formal complaints may be submitted in writing to the Organiser's official email address.

16.5. The Organiser will carefully investigate complaints and provide a substantive response as soon as reasonably possible.

16.6. Statutory rights to remedy, assistance, price reductions and potential compensation remain unaffected.

Article 17. Privacy and Personal Data

17.1. The Organiser processes personal data for bookings, payments, communication and the delivery of the retreat.

17.2. Personal data will be processed in accordance with the General Data Protection Regulation (GDPR) and other applicable privacy laws.

17.3. Personal data will only be shared with third parties where necessary for the performance of the agreement or where another valid legal basis exists.

17.4. The Organiser will implement appropriate measures to protect personal data.

17.5. Further information is provided in the Organiser's Privacy Policy.

Article 18. European Package Travel Rights

18.1. The Bali Escape Retreat is offered as a package holiday within the meaning of applicable European and Dutch legislation.

18.2. The Participant has the statutory rights associated with package travel, including rights relating to information, cancellation, transfer, performance, assistance and refunds.

18.3. The Organiser will provide the applicable European Standard Information Form for Package Travel Contracts before booking.

18.4. The applicable European package travel legislation can be consulted at:

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32015L2302>

18.5. No provision in these Terms and Conditions shall restrict rights that cannot be excluded under mandatory applicable law.

Article 19. Governing Law

19.1. This agreement is governed by Dutch law, without prejudice to any applicable mandatory consumer protection legislation.

19.2. The parties will seek to resolve disputes amicably wherever possible.

19.3. Where an amicable resolution cannot be reached, disputes may be submitted to the court having jurisdiction under applicable law.

19.4. If any provision of these Terms and Conditions is found to be invalid, the remaining provisions shall remain effective insofar as legally possible.

Article 20. Final Provisions

20.1. These Terms and Conditions will be made available before booking in a format that allows Participants to save and consult them later.

20.2. Following booking, the Participant will receive a confirmation and the relevant contractual information by email.

20.3. Any individual agreements that deviate from these Terms and Conditions will only be valid if agreed in writing.

20.4. The Organiser may amend these Terms and Conditions for future bookings. For agreements already concluded, the previously agreed Terms and Conditions shall continue to apply unless otherwise lawfully agreed or required by law.

20.5. These Terms and Conditions shall be applied in accordance with applicable law.

20.6. Language and Interpretation

These Terms and Conditions are available in both Dutch and English. Both versions are intended to have the same content and legal effect.

In the event of differences in interpretation, the Dutch version shall serve as the primary reference, insofar as this does not conflict with mandatory consumer protection legislation.

Where applicable consumer law requires an ambiguity to be interpreted in favour of the Participant, that requirement shall prevail.

Article 21. Organiser Information

Legal Business Name: Workout Bully Coaching

Trading Name: Workout Bully Coaching / Elevate30Coaching

Dutch Chamber of Commerce (KvK) Number: 69886628

Registered Location: Arnhem, The Netherlands

Email: info@elevate30coaching.com

Telephone: +31 6 288 57 664

Website: www.elevate30coaching.com/retreat

End of Terms and Conditions – The Bali Escape Retreat 2027

