

Booking & Cancellation Policy

RDS Health Resort – Philippines

1. Securing Your Booking

A booking is only confirmed once:

- The booking form has been completed in full, and
- The required deposit has been received

The deposit secures your place, accommodation allocation, and programme start date.

All deposits are non-refundable under any circumstances.

2. Deposit & Payments

- A £100 deposit is required to secure your booking.
- The remaining balance will be calculated based on:
 - Length of stay
 - Accommodation type
 - Selected programme
- An invoice for the outstanding balance will be issued after booking confirmation.

For longer stays, payment plans may be offered at the discretion of management.

3. Cancellation & Refund Policy

All cancellations must be submitted in writing by email.

Cancellation more than 90 days before arrival

- Deposit is non-refundable
- Any additional payments made may be credited toward a future stay within 12 months

Cancellation 31–89 days before arrival

- Deposit is non-refundable
- Any additional payments may be credited toward a future stay within 6 months

Cancellation 0–30 days before arrival

- No refunds or credits will be issued
- This includes cancellations due to:
 - Personal circumstances
 - Travel issues
 - Illness or injury
 - Visa delays or entry refusal

4. Date Changes

Date changes are treated as cancellations and rebookings.

Credits (where applicable) are subject to availability and must be used within the stated timeframes.

5. Early Departure

If a guest chooses to leave early for any reason, including personal, medical, or behavioural reasons:

- No refunds or credits will be issued
- Remaining balances remain payable

6. Medical Disclosure

All guests must disclose any medical conditions, injuries, medications, psychological conditions, or substance-related issues that may affect participation.

Failure to disclose relevant information may result in:

- Removal from the retreat
- Termination of the stay
- No refund or credit

This policy exists to protect the safety of guests and staff.

7. Fitness & Participation

Participation in training, fasting, cold exposure, or other activities is voluntary.

Guests are responsible for listening to their bodies and communicating concerns to staff.

RDS Health Resort reserves the right to modify or restrict participation if safety is a concern.

8. Travel & Insurance

Guests are strongly advised to obtain comprehensive travel insurance covering:

- Medical treatment
- Trip cancellation
- Early departure

RDS Health Resort is not responsible for losses related to travel, accommodation outside the retreat, or personal belongings.

9. Behaviour & Conduct

RDS Health Resort maintains a focused, respectful, and disciplined environment.

Guests may be asked to leave without refund if they engage in behaviour that is:

- Disruptive
- Unsafe
- Dishonest
- In violation of retreat rules or staff instructions

10. Agreement

By submitting a booking and paying the deposit, guests confirm they have:

- Read and understood this Booking & Cancellation Policy
- Agreed to the Terms & Conditions
- Accepted full responsibility for their participation