

WELL SEASONED — AUTUMN RETREAT

Terms and Conditions of Purchase

Friday 2 – Sunday 4 October 2026, Little Seed Field, near Ripon, North Yorkshire

Thank you for booking (or considering booking) a place on the **Well Seasoned Autumn Retreat**. Please read these terms carefully — they explain what you can expect from us, what we expect from you, and your legal rights. In this document, **‘I’, ‘me’ or ‘my’** means Jennie-Kate McQuinn, trading as Where the Mind Grows; **‘Collaborators’** means the venue and other third parties helping deliver the retreat; and **‘you’/‘your’** means the person booking a place. Questions any time: **info@wherethemindgrows.co.uk**.

1. Booking, Early Bird Offer & Payment

- Full price is shown against each cabin on the retreat webpage and depends on the cabin type you choose.
- **Early Bird Offer — this ends Friday 31 July 2026:** book by this date to lock in current prices, a deposit payment option, and the sharer discount below. **From 1 August 2026, all cabin prices increase by £50 per person and the sharing price discount will end.**
- **Deposit option:** secure your place with a **25% deposit** using code **DEPOSIT**, available until 31 July 2026. The remaining balance is due by **5pm on Monday 31 August 2026**. This deposit option is not available after 31 July 2026, and full payment is required at booking after that date. **The deposit option is available for solo bookings only.**
- **Outstanding payment:** where you have opted for a payment plan, all outstanding payments must be complete before 5pm on Monday 31 August 2026. You can make your payments in any increment and frequency up to that date. If your payments are not complete in full by 1 September, your booking may be lost and you will not be entitled to any refund. Please make sure you can commit to this before choosing the deposit-only option.
- **Shared cabin discount:** two people sharing a cabin (someone you know) receive **25% off** using code **FRIENDS26**, valid until 31 July 2026. Email **info@wherethemindgrows.co.uk** to arrange a shared booking; this cannot be combined with other offers. After 1 August the 25% sharer option ends.
- A booking is made when you complete the booking form and make payment or your deposit online. This is your offer to book; I may decline it (for example, if I don’t think the retreat is right for you, there’s been a pricing/description error, or a booking error). Once I confirm your booking by email — usually within two days of purchase — a binding contract is in place between us and your place is reserved.
- **Deposits are non-refundable.** If any payment (deposit or balance) is not paid by its due date, you may lose your place on the retreat and your deposit.

2. Cancellations, Refunds & Cooling-Off

- Fees are generally **non-refundable**, except in the two situations below. As a small business, I have my own commitments to suppliers and venues, so I’m unable to make exceptions for personal circumstances or emergencies, please take out travel/event insurance to protect yourself.
- **If I have to cancel the retreat**, you’ll receive a full refund of everything you’ve paid.
- **14-day cooling-off period:** if you book more than 12 weeks before the retreat starts, you can cancel within 14 days of booking for any reason, and I’ll refund all payments except the non-refundable deposit. If you book within 12 weeks of the start date, this cooling-off right doesn’t apply.
- If you can’t attend, you may transfer your place to a friend (subject to agreed approval) or offer it as a ‘pay it forward’ place — please contact me to discuss. There’s no refund or partial refund for arriving late, leaving early, opting out of parts of the programme, or non-attendance. Please take relevant travel insurance to cover the cost of non-attendance.

3. The Retreat, My Responsibilities & Numbers

- The retreat will aim to match its description on the website in all material ways. I use trusted collaborators (including the venue, caterers and guest facilitators) to help deliver it, contracted on their own normal business terms. Where a collaborator is unable to provide the service at the time I will aim to find an alternative, I will also over see and vet collaborators ahead of the retreat to ensure they deliver sessions that match our standards and safety
- Events beyond my reasonable control (e.g. venue issues, illness of key staff, bereavement, or force majeure) may cause postponement or cancellation of one or all elements of the retreat. I’ll do everything reasonable to limit the impact, keep you informed, and get things running again as soon as possible.
- I may need to make reasonable changes to running order, timings or programme content to improve your experience or respond to circumstances; I’ll let you know as soon as I can and aim to do this with minimal disruption.
- I will do my best to ensure the retreat runs in a safe and compliant way and that it meets the needs of those attending. This is not therapy, but it can be therapeutic. I am trauma-informed and will ensure everyone has time and space for emotional processing, and I’ll provide follow-up signposting to further support where this would help.
- **Emergency contact:** you’ll be given an emergency contact number for the retreat weekend as part of your welcome pack, so you (or someone at home) can reach me if needed.
- **Minimum numbers:** if too few places are booked to run the retreat well, I may need to postpone or cancel it. Where possible I’ll give you at least 6 weeks’ notice, and you’ll receive a full refund of any payments made.

4. Your Responsibilities

- Attending the retreat is **not therapy or counselling**. The programme and facilitators aim to support your health and wellbeing, with clear guidance and aftercare around sessions and resources, but how you use what comes up, and any action you take afterwards, is your responsibility I can’t guarantee particular outcomes.

- I aim to give a clear description of the retreat and who it is (and isn't) suitable for. It's your responsibility to review this and decide if it's right for your circumstances. I'm happy to answer questions ahead of booking and will give you my honest view if I don't think it's a good fit.
- **Minimum age:** this retreat is open to adults aged 18 and over only and recommended for those over 25 years old.
- If you're currently receiving treatment from a doctor or other healthcare professional, by booking you confirm you've discussed attending with them and they support your decision.
- **Insurance:** you're responsible for arranging your own insurance covering, at a minimum, cancellation, medical costs, and participation in the retreat's activities. I'd strongly recommend this is in place from the moment you book.
- **Health, safety & informed consent:** some activities require a level of fitness and physical capability, and by taking part you accept there is a degree of inherent risk in outdoor and physical activities. It's your responsibility to take part at a level matching your own capability; I can't accept responsibility for loss or injury from taking part beyond that. Where a session (such as yoga or reiki) may involve gentle hands-on adjustment, this is always optional you're free to decline at any time, no explanation needed. Health and safety measures will be taken to hold sessions in a supportive and safe way, and all practitioners are experienced, qualified, and hold their own active liability insurance.
- **Medical & dietary information:** please tell me about any medical conditions, medications, allergies or dietary requirements at least 4 weeks before the retreat (or as soon as possible if booking later), so I can plan properly for your needs.
- Please complete any pre-attendance/onboarding forms honestly and fully, so I can plan for your needs and run the retreat safely and inclusively. You'll receive a welcome pack with a kit/packing list, usually at least 4 weeks before the retreat.

5. Wellbeing & Safeguarding

- I take a trauma-informed approach and aim to create a safe, supportive space, but the retreat is not a substitute for professional medical or mental health care, and I'm not a substitute for the emergency services. If you experience a medical or mental health emergency during the retreat, I'll support you to access appropriate help (including calling 999 or NHS 111 where needed) and will contact your emergency contact if appropriate.
- If, during the retreat, I have a genuine safeguarding concern about you or another participant's wellbeing, I may need to contact emergency services, a nominated emergency contact, or another appropriate professional, even without your consent, where I believe this is necessary to keep someone safe.

6. Retreat Conduct & Confidentiality

- **Alcohol:** we aim to keep the retreat space alcohol-free, and it is not permitted before or during retreat activities. If you choose to drink in the evening, please do so privately in your cabin, away from group communal spaces, and drink responsibly.
- **Drugs:** not permitted. You will be asked to leave without a refund.
- **Selling products:** not permitted at the retreat unless agreed with me in writing beforehand.
- **Anti-discrimination:** the retreat has zero tolerance for discriminatory behaviour. If you're seen or heard expressing oppressive views, or acting in breach of the Equality Act 2010, you may be asked to leave without a refund.
- **Pets:** please don't bring animals, other than assistance animals, let me know at booking if this applies.
- **Respect:** anyone acting without respect and care for others or the venue, or behaving abusively, may be asked to leave without a refund.
- **Confidentiality:** group sessions may involve sharing personal experiences. Please treat what other participants share as confidential — what's shared in the group stays in the group. Please also ask before photographing or filming other participants, and respect it if someone says no.

7. Liability, Photography & Your Data

- Other than for things I can't legally exclude (like death or personal injury caused by negligence), I'm not liable for losses that weren't foreseeable or weren't caused by my breach of these terms, or for business losses. My total liability to you is capped at the fees you've paid for the retreat.
- I may photograph/film group activities for future marketing. I won't use your full name or tag you on social media without your written consent. If you'd rather not be photographed, please tell me in writing at least 14 days before the retreat.
- **Your data:** Jennie-Kate McQuinn (Where the Mind Grows) is the data controller for the personal information you give me. I'll use it to run the retreat, process payment, and (unless you opt out) let you know about similar offerings. It's kept confidential, shared only with collaborators where needed to run the retreat safely and inclusively, and never sold on. I keep booking and retreat-related data for as long as reasonably needed for accounting, legal and safeguarding purposes, then delete it. You have the right to access, correct or ask me to delete your data, and to complain to the Information Commissioner's Office (ICO) if you have concerns about how it's handled. Full details are in the website privacy policy. You may also be asked by collaborators to complete additional registration forms to take part in their sessions.

8. Problems, Your Rights & Law

- If something's not right, please contact me as soon as possible so I can put it right. Nothing here affects your statutory rights under the Consumer Rights Act 2015. Free, independent advice is also available from Citizens Advice. If we can't resolve a dispute directly, the courts of England and Wales have exclusive jurisdiction, and English law applies. No one other than you and I has any right to enforce these terms.
- Complaints – In the unlikely event that you feel you need to complain, please send your complaint in writing to info@wherethemindgrows.co.uk. We aim to respond to the complaint in 10 working days from submission and where possible find a resolution within 90 days where this is within our law and agency to do so.