

MH Retreat Programme Booking Agreement

Definitions

The following definitions have the same meaning whether they are singular or plural.

'Commencement Date' means the date of the Agreement

'Agreement' Your offer to purchase the Retreat Programme which comes into force as soon as Provider sends written confirmation of Your booking to You by email

'You/Your' means you, a client reserving a place on the MH Retreat Programme offered by Provider booking either via the Provider's website or at an authorised live events, or a telephone booking made with one of Provider's authorised consultants.

'GTG' means GTGUK Services Ltd, a company incorporated in the United Kingdom whose registered office is Acorn House, Church Road, Somerset, TA9 4HZ which acts as solely as a collecting agent for the Retreat Programme on behalf of the Provider.

'Terms and Conditions' means the terms and conditions set out below which form part of the agreement.

'Provider' GTG International Limited the provider of the Retreat Programme events.

'Retreat Programme' the MH Retreat chosen by You being a six day interactive coaching event produced by the Retreat coaching team led by Matthew Hussey in personal attendance at the event.

'Rules and Restrictions' the terms and conditions applicable to the Suppliers with whom You have a separate agreement.

'Service' a service introduced to you supplied by a third party Supplier such as the hotel operator providing accommodation

'Supplier' means a supplier of Services such as a hotel operator or other Service supplier.

1 Booking your Retreat Place

Confirmation

Confirmation of Your booking of a place on the Retreat Programme with the location, date and cost, will be sent to You by email and on receipt of this email You are assured of Your place on the Retreat Programme specified.

The agreement between You and Provider comes into force as soon as Provider sends written confirmation of Your booking to You by email. These Terms and Conditions apply to the agreement for provision of the Retreat Programme and the provision of Services where Provider acts solely as the interface between You and Suppliers offering the Services e.g. hotel operators.

2 Hotel Accommodation Services

Hotel accommodation is offered separately by the hotel Supplier and the Services are subject to any Rules and Restrictions made by the Supplier. These may include restrictions on changes and/or charges for cancellation.

All payments for accommodation must be settled directly by you with the hotel Supplier usually at the end of your stay. Occasionally hotel Suppliers may require attendee's bank card or credit card details when we finalise room allocations. Prices provided on behalf of Suppliers refer to accommodation contracted by Provider on your behalf but do not include any food, taxes, fees, resort fees, charges for optional elements, minibar snacks or telephone calls.

It is possible that, from time to time particular activities offered by hotel Suppliers are cancelled for various reasons.

Rooms

Accommodation is in standard rooms which are generally available from 2pm on arrival and should be vacated by 11pm on departure.

Hotel Classification

You should always keep in mind Your purpose in attending the Retreat Programme. The standard of hotel is not relevant to the

Retreat Programme, or the process you will go through during the five days, nor the Retreat content, and certainly not the results which you will obtain for yourself after attending.

We make every attempt to obtain high standards of accommodation and service for you in our choice of hotel Supplier. The indication of any comfort level in descriptions used in any content either online or provided directly to You corresponds to a classification based on local standards from information provided to us by the Supplier and is provided only as an indication. Standards can vary. Please refer to the hotel and travel feedback websites if you have any concerns or require more information.

3 Travelling to the Retreat

You are responsible for making Your own travel arrangements to the Retreat Programme and for the cost of travel and are advised to make your travel reservations at the earliest opportunity.

Travel Documents

It is Your responsibility to make sure You are aware and comply with any stipulations concerning passport, visa, currency and health regulations relevant to the Retreat Programme location. Immigration requirements may require Your passport is valid for a minimum period after entering the country, typically 6 months. If Your passport is in the final year of validity You should confirm any necessary requirements before booking Your travel arrangements.

For information on visa requirements You are advised to contact the embassy of the country in which Your Retreat Programme is being held. It can often take some time to obtain a visa so You are advised to apply in plenty of time.

All travelers wishing to enter the USA under the Visa Waiver Program (VWP) do not require a visa but must apply for authorisation to travel using the Electronic System for Travel Authorisation (ESTA). It is recommended You make Your application now to ensure that there are no issues arising. You can make the application online at <https://esta.cdp.dhs.gov>.

You should also make sure that You are aware of any changes to visa requirements before You travel. You are solely responsible for complying with all such requirements that may be needed.

Travel Safety

You should review any health advice and requirements, travel prohibitions, warnings, announcements and all advisories issued prior to travelling.

Travel Insurance

You are advised to take out travel insurance that covers the any illness or other risks of Your cancellation and ensure that such a policy provides cover for all risks such as the cost of Your transport home in the event of an accident or illness as you would be advised have in place whenever travelling.

4 Financial conditions and payment procedures

Unless specified otherwise the cost of the Retreat Programme is always expressed in either Dollars or British Pounds.

Deposit Payment

You are required to pay a deposit of either \$800 or £500 within 7 days of this agreement if not already paid. A lower initial amount may be accepted by our authorised consultant however the full deposit amount remains due and is payable within 30 days of the date of this agreement. This is a non-refundable deposit and is applied in reduction of your Retreat Fee.

Balance Payment

If after payment of Your deposit there remains due a balance of Your Retreat Fee this balance is payable in full at least 28 days prior to the date of Your Retreat Programme. Our authorised consultant may agree to accept payment of this balance from You in installments and in these circumstances any remaining balance due must be paid 28 days prior to Your chosen Retreat Programme.

Payment for Services (e.g. Accommodation)

Any indication of Supplier costs supplied by Provider will generally be expressed in the currency of the location where the Services are provided. Where cost indications are expressed in GBP and this is not the currency of the location You should note that these costs are estimated based on current exchange rates and allowance must be made for fluctuations in exchange rates which affect the cost of the Services at the time of the Programme.

Provider is not a co-vendor and has no association with any Supplier of Your accommodation and the price of accommodation Services booked by Provider on Your behalf must be paid directly to the hotel Suppliers usually at the end of your stay.

Local taxes and Payments

Local authorities in certain countries impose additional taxes (e.g. sales, occupancy, tourist taxes, etc) on the cost of hotel Services provided by Suppliers for which You are exclusively responsible.

5 Requests for Changes and Cancellation

Any request to change or cancel Your chosen Retreat Programme must be submitted by email to retreat@gettheguy.co.uk. These will be dealt with by Provider on behalf of any Suppliers.

Change of Booking Requests

To change from Your selected Retreat Programme to any other Retreat Programme of different date or location You must notify Provider by email to retreat@gettheguy.co.uk. We will change date or location free of charge providing Your request is received more than 35 days before the commencement of the Retreat Programme on which you are booked. You will be given the opportunity to change your Retreat Programme booking one time.

Provider's contract with Suppliers for hotel accommodation provides that no changes can be made within 35 days of the event programme and that charges/penalties will apply beyond the cost of the accommodation not being used for any such late cancellations. Where changes are requested less than 35 days before commencement therefore You will need to pay any such charges prior to Provider reserving You a place on a Retreat Programme of different date to Your original booking.

Effects of Cancellation

In the event of cancellation deposits are not refundable. The Provider is subject to the Rules and Restrictions of Suppliers who may impose irrecoverable costs in the event of cancellation by You within less than 35 days before the Retreat Programme. Additionally Provider may be required to pay compensation to cover the costs of accommodation already confirmed. In the event of You cancelling Your booking in these circumstances there will be no refund of any Retreat Fee payment or part payments made and You may be required to cover any costs charged to Provider by any Suppliers. Should You fail to attend your rescheduled Retreat Programme after changing your booking from your original date and location, no additional event booking changes will be given and You will forfeit Your deposit.

No replacement attendees

Each retreat place is issued to the individual named in the booking confirmation documentation and is exclusively for the use of that person. Attendance is through interview and invitation only and therefore this reservation cannot be transferred or resold.

Other Changes

Changes are permitted after the agreement has been concluded where these changes are not brought about by Provider in bad faith and insofar as the changes or differences are not significant and do not affect the overall character of the Retreat Programme.

Force Majeure

If an unforeseen force majeure event which could not have been avoided if all due care had been exercised prevents the delivery of the Retreat Programme to a major extent or endangers it or interferes with it, then either party can terminate the agreement.

6 Provider's Liability

Provider is responsible for:

- delivery to You of the Retreat Programme content
- careful selection and monitoring of Suppliers
- implementation by Provider of its part in complying with the terms of Supplier contracts

Provider is not responsible for;

- accuracy of description of services provided by Suppliers before concluding the agreement
- the content of information published by Provider sourced from Suppliers or others including information published in local, hotel or other brochures, and on hotel and other travel related websites
- Services provided by Suppliers

Limitation of Liability

Contractual limitation of Provider's liability for loss, not being loss caused by fraud or fraudulent misrepresentation or any other loss that may not be excluded by law is limited to the cost of the Retreat Programme insofar as the loss is caused by Provider's fault or that of persons for whom Provider is responsible.

Photographs and illustrations

Provider occasionally provides photographs and illustrations giving a depiction of the Services offered. The purpose of these is only to provide You with a visual indication of the nature of any location, the level of accommodation and degree of comfort, and not to be considered as making any representation exceeding this.

Mistakes

Despite Provider's best efforts Supplier Services may be incorrectly priced and Provider is under no obligation to provide Supplier Services at an incorrect price even after confirmation of booking.

7 General Provisions

If Provider does not invoke one of the provisions of the General Terms and Conditions at any time this must not be interpreted as a cessation of the right to invoke it at a later date.

If any provision of these Terms and Conditions (or part of any provision) is found by any court or other authority of competent jurisdiction to be invalid, illegal or unenforceable, that provision or part provision shall, to the extent required, be deemed not to form part of this agreement with You and the validity and enforceability of the other provisions shall not be affected.

For every instance of force majeure, including but not limited to a strike by hoteliers, which leads to the suspension of any obligations in these Terms and Conditions that are affected by the force majeure event then the party affected by the force majeure event shall not be liable as a result of this inability to meet those obligations.

8 Applicable Law

These General Terms and Conditions are governed by the laws of the United Kingdom and You agree that the UK Courts shall have jurisdiction to hear and determine any dispute arising from the interpretation of this agreement and any matters arising from it.

These Terms and Conditions came into force on 27 January 2015.