

Important updates to T&C's

ACTIVE ODYSSEY – UPDATED TERMS & CONDITIONS (REVISED SECTIONS)

5. Itinerary Changes

The retreat schedule, activities, and daily structure are subject to change due to weather conditions, local circumstances, supplier availability, or other unforeseen operational requirements.

Active Odyssey will always make reasonable efforts to provide suitable alternative activities or experiences of equal or similar value where changes are necessary. The overall quality and integrity of the retreat experience will always be maintained.

7. Accommodation

Accommodation options, room types, and room assignments are subject to availability and operational requirements at the time of the retreat.

Active Odyssey reserves the right to allocate or adjust room arrangements where necessary to ensure the smooth running of the retreat. Where possible, guest preferences will be taken into account; however, these cannot be guaranteed.

In the event of operational requirements or supplier limitations, Active Odyssey may provide alternative accommodation of equal or higher standard to that originally advertised or booked.

8. Accommodation & Venue Substitution

Active Odyssey reserves the right to substitute accommodation providers, room types, or retreat venues where necessary due to operational requirements, supplier availability, or circumstances beyond our control.

Any alternative accommodation or venue provided will be selected in good faith to ensure the overall quality, comfort, and integrity of the retreat experience is maintained or improved.

Where a substitution is required, Active Odyssey will ensure the replacement is of equal or higher standard to the original arrangement wherever reasonably possible.

9. Operational Flexibility

Active Odyssey may make reasonable operational changes to the structure, delivery, or logistics of the retreat in order to ensure the best possible experience for guests.

This may include adjustments to scheduling, transport, accommodation arrangements, or activity sequencing. Any such changes will always be made with the intention of maintaining or enhancing the overall retreat experience.

12. Force Majeure

Active Odyssey is not liable for delays, changes, or cancellations caused by events beyond our reasonable control. This includes, but is not limited to, natural events, political instability, travel disruptions, supplier failure, or accommodation provider's inability to fulfil agreed arrangements.

In such circumstances, Active Odyssey will make reasonable efforts to provide suitable alternatives or adjustments to ensure the retreat can still proceed in a safe and viable format.

16. Retreat Confirmation & Travel Responsibility

Active Odyssey cannot be held liable for any costs incurred by guests, including but not limited to flights, transfers, or additional travel arrangements, should a retreat be delayed, adjusted, or cancelled prior to official confirmation.

Guests are strongly advised not to book travel arrangements until written confirmation of the retreat has been issued.