

Fitfish Terms and Conditions

Fitfish is the trading name for Fit Fish Holidays Ltd company number 7378005, registered address 33 St Johns Road, Caversham, Reading

GENERAL

- All Fitfish guests and participants take part in the events, activities and programmes at their own risk and Fitfish shall not be liable for any injury or loss that might occur as a result of their participation other than as a result of Fitfish's negligence.
- Fitfish takes all reasonable steps to minimise risk of injury to guests and participants during the events, activities and programmes. A risk assessment process is in place for each activity which aims to eliminate and minimise the risk to everyone taking part. However by registering for any Fitfish event, activity or programme you acknowledge that there may be conditions or circumstances beyond our control that can lead to unforeseen risks. If you have any concerns or queries please contact us before registering.
- Please consult your doctor before you embark on a new exercise routine
- All Fitfish guests take responsibility for their own readiness to participate in exercise and are advised to reconsider their participation if ill or injured.
- All guests take responsibility to eat and drink appropriately to provide enough energy and hydration for the exercise sessions
- Fitfish reserves the right to make changes to the advertised classes and programmes

Privacy and Protection

- We will only use your information internally to talk to you about Fitfish, we will not share it with 3rd parties unless we contact you and ask for your permission.
- Photos and videos may be taken during your Fitfish experience and used for marketing purposes. By registering and taking part in any Fitfish activity you agree to photos and videos of you being used for marketing purposes. Please contact the office to opt out of this.

RETREATS

Payment

- A deposit of £50 is required following booking enquiry to reserve place. Fitfish will inform of payment details when booking enquiry received.
- The final balance is due 2 months before the retreat. Another invoice will be sent.. You will be contacted before your place is offered to someone else.

Cancellation and Refund Policy Weekend Retreats - Guest Cancellation

- More than 2 months prior to retreat, choice of another weekend or deposit lost
- Less than 2 months and more than one month prior to weekend 50% of total refunded or choice of another weekend if possible
- Less than one month before the weekend 25% refunded, choice of another weekend if possible

- Less than 2 weeks before the weekend no refund

You can swap your place with a new guest up to 2 weeks before the weekend for a full refund.

Cancellation and Refund Policy Winter Retreat

- More than 2 months before the retreat choice of another retreat or deposit lost
- Less than 2 months and more than one month prior to retreat 50% of total refunded or choice of another retreat if possible
- Less than one month before the weekend 25% refunded, choice of another retreat if possible
- Less than 2 weeks before the retreat no refund

You can swap your place with a new guest up to 2 weeks before the retreat for a full refund.

Fitfish Cancellation

Due to circumstances beyond our control we reserve the right to cancel a retreat up to the event itself and give a full refund.

Options

Fitfish will endeavour to allocate guests their first choice of option however if this is not available guests will be offered their second or third choice.

Alcohol

Alcohol consumption is permitted on the retreats in moderation, it is not in most cases available for sale but guests may bring their own.

Smoking

Smoking is not permitted inside buildings and Fitfish encourages all of its events to be non-smoking and therefore requests that guests respect this or keep their smoking discreet and away from public areas.

Room Shares

Room shares will be of the same sex with the exception of married couples.

Insurance

Guests are advised to obtain their own travel insurance for personal property and injury or illness

Liability

Fitfish accept no responsibility for any damage or loss of personal property

WEEKS with Richmond

For specific conditions for Fitfish weeks please contact Richmond Holidays

PERSONAL AND GROUP TRAINING

- All participants will complete a Participation and Readiness Questionnaire before embarking on personal or group training.
- Personal Training payment is required before the commencement of a session either in advance or at the start of a session

YOUR PLATE OF PLENTY

- As with any amends to your lifestyle do check with your doctor first. Your Plate of Plenty is a guide only and doesn't dictate what you should eat. It doesn't account for any medical conditions that could be affected by diet. Your personalised amounts have been worked out using Government Guidelines, Research and Fitfish Team experience of working with people to achieve healthier lifestyles and body transformation using both nutrition and exercise. Every food has a combination of all macro nutrients and this is recognised in the calculations. Remember that Your Plate may need adjusting as you reach your weight goals or if you decrease or increase your activity levels. A healthy lifestyle is achieved through a combination of many factors including good nutrition and an exercise routine. It is important to fill Your Plate, less food than this isn't recommended for Your goal and may slow your progress.

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- Fitfish accepts no responsibility for any injury or loss that might occur as a result of participation in these services