

TERMS AND CONDITIONS

Courage Within Coastal Challenge - is a Women's Retreat offered by COURAGEOUS CONCEPTS [ABN 89192293992], on the terms and conditions set out below.

In organising this Retreat Courageous Concepts act as agents for our third-party suppliers of Retreat package products and services inclusions (e.g. transport, accommodation, dining and events), whose terms and conditions of supply (including cancellation and amendments policies) apply to your booking in addition to these terms and conditions.

TERMS AND CONDITIONS AGREEMENT

By confirming your place with us on the Courage Within Coastal Challenge - Women's Retreat 2025, either online or by email or phone, you agree that you have read, understood and accepted these terms and conditions.

If you are travelling as part of the group or with a friend, at the time of booking request please ensure you provide names and email addresses of your co-travellers, each of who is then subject to these terms and conditions, as if they had confirmed the booking with us themselves, noting in making the retreat booking on their behalf you are agreeing to act as their agent and be liable for the booking.

AVAILABILITY

Courageous Concepts has limited spaces available on the Retreat, allocation will be on a first come first in bases. Your space is only confirmed once deposit has been received by Courageous Concepts and you have received your booking confirmation via your nominated email. Some accommodation options are on a request only bases and subject to availability time of booking.

Booking confirmations will not be sent until you have read and accepted the Retreats terms and conditions.

Upon receiving your Retreat Booking Confirmation email please ensure you immediately check our booking and personal details and inform us of any errors or amendments required.

TRAVELLING FROM ABROAD

We do not make flight bookings, but may give you recommendations of suitable airlines and flights based on our experience. We can also make recommendations for accommodation before and after your retreat. However, any such recommendation cannot be relied upon and you must make your own enquiries as to the availability and suitability of airlines.

ROOM CONFIGURATIONS AND SHARING

Single travellers

Single occupancy rooms are available, we recommend these for single travellers who love to have a good time, but also love their own space and time to collect your thoughts and relax.

Two ladies traveling together

For two ladies travelling together we recommend a two-bedroom suite. We have reserved a number of these stunning suites, each suite is ideal for small groups of friends, spacious and beautifully designed with a well-appointed kitchen and bespoke fittings and furnishings.

Group of friends traveling together

If you're travelling together as a small group, we recommend a luxury holiday home. Still located within the stunning Essence Resort, these holiday homes are luxuriously appointed and range between three to five bedrooms. Bedding configurations are a mixture of King and Queen beds and/or Singles. If you're intending on travelling as a group please advise as soon as possible as accommodation is subject to availability and holiday home numbers are very limited.

Note: If you are travelling as part of the group or with a friend, at the time of booking request please advise your preferred room configuration, along with the names of your fellow travellers.

Singles wanting to share

If you're intending on sharing accommodation we do recommend that you travel with a friend or companion. However, if you'd prefer to share an apartment, but don't have a friend interested in traveling you can request a shared apartment at time of booking. A short questionnaire will be sent to you and Courageous Concepts will do our best to pair you with another like-minded individual, however we are unable to guarantee that other ladies will be available to share accommodation. If we are unable to pair you with others you will need to pay a single supplement surcharge to occupancy a single room.

COASTREK Participation

Courageous Concepts is not an official partner of Coastrek. Courageous Concepts will be creating a team that will participate in the Coastrek organised event, we will register all participants attending the Courage Within Coastal Challenge – Women's Retreat (unless they specify otherwise) for the 30km Coastrek 2025 Sunshine Coast walk on 18 July 2025. All participants will need to agree to the [Coastrek Terms & Conditions](#) and sign a waiver form. Please refer to Coastrek's website for full details and terms and conditions for this event.

Courageous Concepts Team Shirt will be provided to all Retreat participants, it is requested that all team members wear the team shirt during the event. All team members must cross the start line together. If you're unable to finish the walk due to an injury, illness or exhaustion – we have you covered and one of the Courageous Concepts dedicated support crew will collect you at the nearest official Coastrek rest stops and you'll meet us at the finish line.

Please note that the Coastrek event costs and date are subject to change. Furthermore, reason to ensure that you have appropriate travel insurance. If in the case that Coastrek does in fact move dates for unexpected reasons then Courageous Concepts will do it's best to accommodate new dates however this cannot be guaranteed.

Coastrek fundraising – Courageous Concepts is very excited that in 2025 Coastrek will be hiking for mental health, and proudly supporting Beyond Blue. Coastrek is a fitness AND fundraising challenge, each trekker is asked to fundraise \$500 for charity partner, Beyond Blue. Please visit the [Coastrek fundraising FAQ's](#) for more details on this.

BOOKINGS AND PAYMENTS

Booking Requests

Please fill out the quick form on our website event page or call us directly with details of your room preference and anyone you're traveling with. Once we've received your booking request, we'll work to confirm availability for your preferred room and place on the retreat.

You should hear back from us within 24-48 hours, once your room has been confirmed you'll receive an email 'Retreat Booking Request' to your nominated email address, you'll have 24 hours to review your booking request details and pay your deposit of \$250 to secure your place on our exclusive Women's Retreat on Queensland's stunning Sunshine Coast. Payment details will be provided in your 'Retreat Booking Request' email. If your room preference is not available I'll contact you with alternative options - subject to availability.

Prior to booking please ensure you've read our Retreat Terms and Conditions.

Once we have confirmed your place on the retreat and your deposit has been paid, you will receive a 'Retreat Booking Confirmation' email, which will cover payment schedule and particulars including cancellation and amendment policies and will outline any non-refundable components. Payment details will be provided to you within your booking confirmation email. Note that any booking will attract cancellation fees and travel amendment rules will apply.

Payments

You will be invoiced for all payments in Australian dollars AUD. An initial invoice will be sent as an attachment to your 'Retreat Booking Request' email.

If you'd prefer to pay for the remainder of your package via monthly instalments instead of lump sum payments please let us know at time of booking confirmation. You are welcome to pay in monthly instalments so long as all of your payments are received prior to the payment schedule deadlines outlined below.

Payment Schedule:

- ◆ Non-refundable deposit \$250 is due at time of booking request to secure your reservation.
- ◆ 10 April 2025 100% of full package payment due.
- ◆ 01 June 2025 100% Any outstanding services or Optional Add-ons payment is due.

Your failure to pay strictly in accordance with the outlaid timings may result in the cancellation of your booking.

DEPOSITS AND CANCELLATIONS

Cancellations

- No cancellation fee is payable for a cancellation made after a Booking Request but before a Booking Confirmation is issued.
- Initial deposit of \$250 is non-refundable.

- Up to 100 days prior to arrival your booking can be cancel at a \$250 penalty.
- At 101 days prior to arrival package costs are non-refundable.
- Bookings made after 10 April are non-refundable.

The above cancellation conditions are due to stipulations enforced by third party suppliers, Courageous Concepts is not able to override the above conditions.

Retreat Booking Amendments

Bookings are non-transferrable.

Name changes will incur a fee of \$250.

COASTREK event cancellation or date changes

Please note that Courageous Concepts has absolutely no control or influence over the Coastrek event. If the Coastrek event changed its walk date well in advance of its scheduled date, then Courageous Concepts would endeavour to move dates to coincide with new dates, however this would be subject to availability at the time of change. In the event of Coastrek being cancelled or if we are unable to proceed with a date change due to accommodation and function venues etc. not being available then the existing retreat dates would commence as scheduled and other activities would be investigated for the group to participate in for Friday 18th.

Coastrek is not liable in any way for this retreat.

Existing retreat cancellation conditions would still apply in this situation.

TRAVEL DOCUMENTATION

Your finalised Retreat itinerary, will be provided to you at least 2 weeks before departure.

SATISFACTION

Accommodation, meals and activities are provided by 3rd party suppliers and therefor outside of Courageous Concepts control, however if you do encounter an issue or are dissatisfied with quality or service during your stay please contact your Retreat host Katrina who will do her best to assist you with raising this with the service provider.

TRAVEL INSURANCE

To avoid you incurring a loss as a result of your travel, we have a strict policy that all of our clients (and their co-travellers) engaging in international travel **MUST** hold appropriate and adequate travel insurance. We also **strongly** recommend travel insurance for domestic travel. This must be insurance of your choice and at your cost. We reserve the right to not accept a booking request or to not make a booking for international travel for any client who indicates that they will not take out travel insurance or who has failed to provide evidence of their travel insurance when requested by us.

WAIVER

During your Retreat, you may be required to comply with certain health and safety requirements of the places you are travelling to, including overseas countries (**COVID Safe Protocols**). Where required, you agree that you will use best endeavours to comply with any

relevant COVID Safe Protocols, including where required by relevant government authority laws and regulations:

You understand that this release discharges us from any liability or claim that you may have against us with respect to any injury, illness, death, medical treatment, or property damage that may arise from, or in connection to, the Retreat.

DISCLAIMERS

We will use all due care and skill in providing to you a booking and advisory service for your travel needs. However, subject to the Limitation of Liability clause below, we will not be responsible for or liable to you or your co-travellers for any of the following during or as a result of your Retreat:

- Any injury or illness;
- Any loss or damage to property;
- Any cancellation or alteration to your booking made by a third-party supplier;
- Your displeasure with any aspect of your Retreat;
- The omission of any aspect of your Retreat by a third-party supplier;
- Any component of your overall holiday which you book or which is booked for you by someone else;
- Your failure to obtain country visas or vaccinations, whether recommended by us or not;
- Your passport having expired or having an insufficient remaining validity period;
- The suitability of your flight bookings; and
- Any changes to your itinerary during the Retreat which is outside of our control (including weather-related cancellations or postponements).

You indemnify us against any liability that we may have to third party suppliers as a result of any failure on your part to make a payment or for any damage or injury that you may cause during the course of your attendance at the premises or venue of the third-party supplier.

MEDICAL ISSUES

You warrant that you do not have any pre-existing medical conditions or disabilities (**Medical Issues**) that will affect your ability to participate in the Retreat. If you have any Medical Issues, you should consult with a health professional as to whether the Retreat is appropriate for you prior to your booking. You are solely responsible for ensuring that you are medically capable of attending the Retreat. You acknowledge and agree that we are not responsible for and are not able to take any action for you if medical services are required while you are on your Retreat, including the attendance of any doctor, paramedics or ambulances, and that it is your responsibility to ensure your own health and safety.

Notwithstanding anything else in these Terms, we are not liable for any injury, death, damage or loss caused or due to any Medical Issues that occur during your Retreat.

LIMITATION OF LIABILITY

To the maximum extent permitted by law, we are not responsible for any loss, damage,

expense or liability suffered by you or any other third party and caused or alleged to be caused directly or indirectly as a result of your Retreat booked through us.

Subject to the below, any condition or warranty which would otherwise be implied in these Terms are excluded. Our liability for breach of a guarantee conferred by the Australian Consumer Law is limited, in the case of services, to any one of the following as determined by us:

1. the supplying of the services again; or
2. the payment of the cost of having the services supplied again.

If there is a problem our services caused by a breach of these Terms by us (**Omission**), and you have notified us within 24 hours, then to the maximum extent permitted by law our liability arising from, or in connection with, the Omission will be limited to the face value of the booking purchased by you.

AMENDMENTS TO THESE TERMS AND CONDITIONS

We may alter these terms and conditions at any time, subject to posting the revised terms and conditions on our website and/or notifying you by email or otherwise at least 72 hours before the alteration is made.

BUSINESS NAME AND TRADEMARK

The Courageous Concepts brand is a registered business name of Katrina Walton and is protected by Queensland and Australian laws.

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