



LilyBoo Retreat Terms and Conditions

About us

LilyBoo is based in Lostwithiel at 31 Fore Street, Lostwithiel, Cornwall, PL22 0BN, it trades under H & L Cornwall Ltd. LilyBoo opened in May 2022 and has developed since then to include craft workshops, retreats and craft fayres.

1. Booking

- a. You can either via our website www.lilyboocornwall.co.uk or contact us over the phone on 01208 367220.
- b. To book you will be required to complete a booking form and pay 50% of the full booking fee.
- c. On making this payment you are completing your booking and are accepting our Terms and Conditions laid out in this document.
- d. Once booked you will receive an email via the website if you booked that way and/or an email from Hayley Toms, Director of H & L Cornwall Ltd confirming your booking. At this point you may be asked for further details, to complete the information required, such as dietary requirements, accessibility information and preexisting medical concerns we should be aware of.
- e. Further information will be supplied after this confirming specific details for your Retreat stay.
- f. Bookings can only be made for people 18 years and over.
- g. No pets are allowed at the Retreat.
- h. Booking information will be stored appropriately following our Privacy Policy and ICO guidelines. H & L Cornwall Ltd is registered with ICO.

2. Payment

- a. Payment of 50% is required on booking. This is nonrefundable unless we can fill the space. If we are able to fill the space we will make contact with you to arrange the refund.

- b. You are required to pay the other 50% 12 weeks prior to the Retreats first day. An invoice will be sent to you 14 weeks prior and a phone call will be made to you at 13 weeks to confirm receipt of the email. Payment can be made via the website or over the phone on 01208 367220.
- c. If the 50% at 12 weeks is not paid by that time, then your space will not be retained and H & L Cornwall Ltd are entitled to advertise the Retreat space and retain the 50% already paid.

3. Cancellation Policy

- a. Any cancellations will only be processed if they are submitted in writing to lilyboolostwithiel@gmail.com with your name, details of the booking and your telephone number. Once received they will be reviewed and responded to promptly.
- b. If you cancel your booking prior to 12 weeks before the Retreat is due to start (1st day of the retreat) we will readvertise your space on the retreat and only if we can fill the space, we you receive a full refund of the 50% paid.
- c. If you cancel your booking 6 to 12 weeks prior to the Retreat is due to start (1st day of the retreat) we are unable to refund unless we fill the space and we can only refund your deposit element.
- d. If you cancel under 6 weeks prior to the Retreat is due to start (1st day of the retreat) we are unable to offer any element of the fee in a refund.
- e. If we have to cancel the Retreat for any reason, a full refund will be arranged promptly for you. We do advise that comprehensive travel insurance is taken out by you to cover any cancellations.

4. Changing your Booking

- a. Should you need to change your booking, such as transfer to someone else or transfer to another date. This can only be done at the discretion of H & L Cornwall Ltd and transfers can only be made if we are able to fill the space that is booked. An administration charge of £25 will be required for the changes made.

5. Retreat Security

- a. Bedroom doors do not have a lock on them and therefore we strongly recommend that you bring your valuables to the communal areas with you.

6. Incidents, Accidents and Damage

- a. If items are damaged or broken in the space you are using, please report this as soon as possible to one of the LilyBoo team. We will take information and photos of the damage. Please be aware let we have the right to charge for damage or breakages made whilst you stay at the - Retreat. This includes charging if non-complimentary items go missing.

- b. All incidents and accidents must be reported to one of the LilyBoo team immediately. We will have a First Aider present throughout the Retreat.
- c. We do request that noise is kept at a responsible level to respect the other people staying with us. If the noise is not acceptable and has not been reduced on request, we do reserve the right to ask you to leave the Retreat.
- d. We do expect people's behaviour to be appropriate to those attending the Retreat and to the LilyBoo and Boconnoc teams. We will not tolerate rudeness or anger displayed to anyone involved in the Retreat. And do reserve the right to ask you to leave the Retreat if required.
- e. Please note that H & L Cornwall Ltd cannot be responsible for any loss, damage or expenses due to circumstances beyond our control or if our terms and conditions have not been followed.

7. Smoking and Drinking at the Retreat

- a. Please note that smoking and/or vaping can only take place outside of the building.
- b. Alcohol will be available at the bar in the main house, please do not bring your own alcohol unless for consumption in your own room.

8. Housekeeping

- a. Housekeeping will be present in the main house throughout the day times, there is no housekeeping overnight and the LilyBoo team will provide housekeeping in the Cottage.
- b. Towels and a Dress gown are supplied to each person staying at the Retreat.

9. Contact

- a. Should you have any questions at any time please contact us via lilyboolostwithiel@gmail.com or call 01208 367220.