

ONTRACK RETREATS COVID-19 POLICY



Thank you for booking with us at OnTrack Retreats! We are looking forward to having you stay with us. Below we have outlined some important information regarding the current Coronavirus Pandemic.

The safety and wellbeing of our guests is our highest priority. Due to the Coronavirus guidelines, we have implemented a number of precautionary measures to ensure the health and safety of clients and staff at OnTrack Retreats.

At our retreat locations we are working closely with resort management in the application of the guidelines to comply with all COVID-19 regulations. With this in mind, there may be some small modifications to the delivery of our program activities and sessions.

These are outlined as follows:

Prior to your arrival, should you, or someone you have knowingly come into contact with, display symptoms of COVID-19 or be diagnosed with COVID -19, do not to attend the retreat.

Please inform us immediately and follow the procedures of testing and self-isolation for 14 days. Alternatively, if your booking has been affected by COVID-19 in any other way, contact OnTrack to discuss.

Whilst we will do our best to accommodate your situation, please bear in mind that OnTrack reserves the right to apply a Cancellation fee or Change of Date charges.

After obtaining and presenting OnTrack Management with a medical validation of symptoms and/ or if relevant, results of your COVID- 19 testing, we advise the following:

Guests who have booked any 1- 12 week stay at OnTrack Retreats at a full price rate will be able to make **ONE** change of date to their booking without incurring a change of date fee *

Guests who have booked any 1- 12 week stay at On Track Retreats at a discounted or sale offer rate - Terms and Conditions change fee applies* **

OnTrack Retreats must be notified of change of date request a minimum of 48 hours prior to arrival. Once a guest has a checked in at a retreat our Terms & Conditions and Cancellation Policy will apply unless otherwise agreed with management**

The **ONE** change of date is subject to availability. In the event you change your date, you will receive a credit note to use for a future booking within 6 months. This credit will expire 6 months after your original date of the booking.

OnTrack Retreats advises you to consider taking out travel insurance to cover the full cost of the program -particularly at this time, to protect yourself in case you cannot take part for any reason. Please make yourself familiar with OnTrack Retreats **Terms and Conditions** and **Cancellation Policy** for the program.

The OnTrack Program is an investment in your health and wellbeing both physically and financially. Due the current situation, please be mindful to keep your health a priority in the lead up to joining us at the retreat. This ensures full enjoyment and maximisation of the program, and also the health and safety of other clients and staff. OnTrack Retreats prefers our clients to have downloaded the COVIDsafe App.

OnTrack Retreats continue to closely monitor the Coronavirus situation and we are here to help should your program be impacted. If there are any changes to the delivery of our program and your stay with us, you will be contacted immediately to discuss your options.

Please note, upon arrival clients are provided with further guidelines in regard to the day to day delivery of the program in line with COVID regulations such as social distancing requirements and non-sharing of exercise equipment.

Please contact me if you have any questions otherwise we look forward to seeing you at one of our retreats very soon!

Yours in Health

Kate Mathias

General Manager OnTrack Retreats

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*Terms and Conditions Change of Date fee \$450.00

**OnTrack Retreats reserves the right to change or modify above policy at any stage and in line with any government Covid-19 regulations that may also change and therefore affect the health and safety of our staff and other clients at the retreat.