

Terms & Conditions of Booking
The Power of Purpose: A Women's Retreat for a Meaningful Life with Caroline Welch & Tracy Northampton
Sunday 6 – Friday 11 September 2026
The Falcon at Castle Ashby® Northamptonshire, United Kingdom

Definitions	
Accommodation	5 nights single or shared (as applicable and as specified in the Confirmation of Accommodation Booking Email) occupancy accommodation in the Property for the Retreat Dates.
Booking	One ticket for accommodation, all workshops and items included in the program (not including any extracurricular activities) and all food served during the Retreat starting with dinner on 6 th September and ending with breakfast on 11 th September 2026
Confirmation of Accommodation Booking Email	An email you will receive once your payment for the Booking has been received by the Venue
Retreat	The Power of Purpose: A Women's Retreat for a Meaningful Life with Caroline Welch & Tracy Northampton on the Retreat Dates at the Venue
Retreat Dates	From 3pm on Sunday 6 th to 11am on Sunday 11 th September 2026 (check out of rooms by 10am)
Retreat Host	Caroline Welch and Tracy Northampton
Retreat Price	The price for the Booking
Property	The property you will be residing in during the Retreat. The type specified on booking, confirmed in the booking email.
You' and 'your'	The individual making the Booking
Venue	The Falcon at Castle Ashby® Northampton, NN7 1LF United Kingdom
Venue Contact	Claire Stableforth: salesmanager@thefalcon-castleashby.com

Booking & Payment

1. As the person making the Booking, you must be at least 18 years old at the time of Booking. By making the Booking, you confirm that you are authorised to make the Booking.
2. You will pay the Retreat Price before attending the Retreat
3. If it is agreed that you pay the Retreat Price by bank transfer, you will kindly ensure that all bank transfer fees are paid by you. If there is any shortfall in your payment, you will agree to make up the difference.
4. Your payment for the Retreat Price is accepted on the understanding that the Property will be put at your disposal in common with other people on the Retreat on the Retreat Dates.
5. If you have any medical problem, mobility challenge or mental health challenge that may affect your Booking, please tell the Venue Contact before you make any payment and give the Venue Contact full details in writing as early as possible before you travel. Wheelchair access is not provided as standard at the Venue though the Venue will support you in any way possible to ensure wheelchair users can access the Retreat at all times.
6. If you have any special requests, you will let the Venue Contact know in writing. Although the Venue Contact will pass on any reasonable requests, there can be no guarantee that any such requests will be met.
7. Please check the Confirmation of Accommodation Booking Email as well as all other documents the Venue sends you carefully as soon as you receive them. If any information appears to be inaccurate in any way, please let the Venue Contact know straight away.
8. Receipt of your payment confirms your acceptance of all of the terms and conditions.

Mental Health

9. By making the Booking, you agree and acknowledge that you are not engaging in a therapeutic relationship. If you need therapy, you need to engage the services of a mental health professional. The Host is not offering therapy, nor is the Host or the Venue responsible for any mental health issues you might have.
10. There may be risks associated with participating in the Retreat for those people with pre-existing mental health conditions. Because these risks exist, you will not participate in such activities if you have a pre-existing mental health condition that may result in undue emotional risk. If you choose to participate, you do so of your own free will and accord, knowingly and voluntarily assuming all risks associated with such activities.
11. During the Retreat, you may possibly discuss many options for a specific problem or opportunity. You are expected to use your own good judgment in taking any actions that may relate to those discussions or given in a workshop. The Host may support, assist, advise, and coach you, but neither the Host nor the Venue is responsible for your actions. All decisions and actions are ultimately yours and yours alone to make.
12. You agree to hold the Venue, the Host, its owners, agents, and employees harmless from any and all liability for all claims for damages due to any injuries, including legal fees and costs, incurred by you or caused to third parties by you, in so far as permitted by law.

Young Persons

13. With regret, the Retreat is not suitable for young people aged 17 and below.

Cancellation by You

14. If you choose to cancel your Booking you will do so via email to the Venue Contact.

15. If you choose to cancel your Booking before the close of business on or before 31st July 2026, you will receive a refund on the amount paid (not including any added credit card fees) less a £100 cancellation fee (per person).
16. If you choose to cancel your Booking on the 1st August or after this date, no refunds will be given.
17. No refund or credit will be offered if you do not attend the Retreat, or if you leave the Retreat early.
18. Bookings made under any promotional offer or discounted rate are non-refundable and cannot be amended or transferred.
19. Early Bird Bookings are fully refundable until 30th April 2026.

Cancellation by the Venue and/or the Retreat Host

19. Very occasionally, in circumstances of 'force majeure' as defined in clause 21 or for any other unforeseen reason the Venue and/or the Retreat Host may have to cancel your Booking. The Venue Contact will tell you as soon as possible, and offer you an alternative (if available) or a full refund. The Venue, the Retreat Host and the Venue Contact regret being unable to pay compensation or any reimbursement of any expenses or costs you may incur as a result of any such cancellation or change. It is strongly recommended that You obtain appropriate insurance.

Force Majeure

20. The Venue or the Retreat Host will not be liable for failure to comply with any of these Booking terms and conditions to the extent that such compliance is prevented, hindered or delayed by any cause beyond its control, including but not limited to fire, storm, explosion, flood, act of God and action of any government or government agency. Neither the Venue nor the Retreat Host will not be liable for any interruption to the supply of utilities such as electricity, water, sewage, internet etc.

Use of the Property

21. The following conditions apply to your stay in the Property:
 - (i) Rooms are offered at the Venue on a first come, first served basis.
 - (ii) All participants are required to arrive and check in to the Property between 4pm to 5.30pm on the first day of the Retreat
 - (iii) All participants are required to check out of the Property by 10am on the last day of the Retreat. If applicable, the Venue will provide a secure location to store luggage on the last day until the Retreat ends. Un-arranged late vacation of the Property will be charged at £100 for the first hour and £50 for each subsequent hour.
 - (iv) Behaviour - You agree: (a) to keep the Property clean and tidy; (b) to leave the Property in a similar condition as you found it when you arrived; (c) to behave in a way at all times while at the Property which does not break any law; (d) not to use the Property for any illegal or commercial purpose; (e) not to sublet the Property or any part thereof or otherwise allow anyone to stay in it who is not attending the Retreat; (f) not to behave in an anti-social manner, breach the peace or otherwise act in a way which may disrupt or affect the enjoyment of others.
22. Pets are not permitted in the Property unless you have specifically requested that your pet accompany you for medical purposes as defined under the Equality Act 2010 and you have received written consent from the Venue Contact.
23. Smoking, including e-cigarettes and vapes, is not allowed indoors. Smoking in designated outdoor areas is permitted - though please be mindful of others and dispose of cigarette butts properly. A cleaning fee of £150 will apply if there is any indoor smoking.
24. For safety reasons, candles, incense, and open flames are not allowed inside any property, especially in bedrooms.
25. Please keep noise levels respectful, especially between 10pm and 8am. No loud music, parties, or disruptive behaviour - let's keep it relaxing for all!
26. Complimentary internet access is available in the Property, subject to any situation beyond the Venue's control. Kindly note that the Venue operates a fair and acceptable use policy
27. You promise to respect the rules and procedures contained in the information folder provided in the Property.
28. In the unlikely event that anything of yours is stolen from the Property (locked or unlocked) it will be your own responsibility. Equally, please ensure that your vehicles are securely locked and parked without obstruction. You accept that the doors to some bedrooms do not lock.
29. The Venue is prepared to keep your valuables for safekeeping. The Venue shall not be liable for any loss or damage to your property in its custody irrespective of whether or not such property has been lodged with the Venue for safekeeping.
30. Employees, contractors or agents of the Venue have the right to enter the Property at any reasonable time for the purpose of inspection, repairs, etc. except in cases of emergency where quick access is vital, in which case the Venue is entitled to enter the cottage at any time without giving prior notice.

Damage to the Property

31. In the unlikely event that you discover any damaged items in the Property on arrival, you agree to inform the Venue Contact immediately (so that you will not be held liable and to enable us to arrange a repair or replacement as soon as possible).
32. Any damage or loss to the Property will be your responsibility and you accept that you may be charged for the cost of replacing or repairing any damaged or missing items.
33. You agree to leave the Property in a clean and tidy condition. In the event that additional time and materials are required following your departure they will be invoiced to you at cost.

CCTV

34. The Venue is covered by a 24-hour CCTV system for public safety and management purposes. You accept that it may be appropriate to disclose recorded images to law enforcement agencies where something requires investigation. The system is controlled by the Venue, which takes a guest's privacy very seriously and will take utmost care to keep any personal information secure to prevent any unauthorised access or unlawful use of it. The Venue processes all information in accordance with the applicable UK data protection legislation.

Liability

35. The Venue, their managers, contractors or employees or the Retreat Host, their managers, contractors or employees will not be liable to you for any damage to or loss of your property or for any loss of profit or any indirect, special or consequential loss, damage, costs, expenses or other claims which occur either at the Property or at anytime during the Retreat whether or not due to any negligent or accidental act or omission of the , the Venue, the Retreat Host or of any of their employees, agents or contractors.
36. Notwithstanding any of the provisions in these terms and conditions, nothing will limit any liability which cannot legally be limited, including liability for: (a) death or personal injury caused by negligence; and (b) fraud or fraudulent misrepresentation.

37. Whilst you are encouraged to enjoy the surrounding areas to the Property, there are areas of potential hazard due to its proximity to woodland, water and animals. Use of any area of the Venue is at your own risk.
38. You accept that the Venue may require you to pay the reasonable costs of making good or full compensation for any loss or damage you cause to the Property or any part of the Venue during the Retreat.
39. The Venue or the Retreat Host do not warrant and are not responsible for the accuracy of any verbal information given or statements made by the Venue Contact or their staff or their agents.

Lost property

40. Any customer property left will only be returned upon request and unless specified, it will be sent by first class post at your risk and cost.
41. Payment of postage charges must be made by you before posting. Lost property will be held for six months, after which all items not claimed will be given to charity. Once the goods are posted, the Venue will not accept responsibility for any lost or damaged goods.

Website Details

42. The Venue takes every care to ensure that the accuracy of Property descriptions on their website and in their brochure and all information is provided in good faith and is believed to be correct, but they do not create a contract between them and you.

Data Protection & Privacy

43. Personal data collected during booking will be processed securely and in accordance with UK GDPR. Information collected is used only for retreat administration and communication purposes. Guests have rights to access, correct, or delete their personal data by contacting the Venue. CCTV is used for safety and security, with footage handled per data protection laws.

Complaints

44. Guests should raise any concerns or complaints promptly with the Venue Contact. Complaints will be handled fairly and addressed in a timely manner.

Photography for Promotion

45. During this retreat, discreet photography may take place for the purposes of marketing and promotion. Images may be used by us on our social media channels, websites, and printed materials such as flyers. If you do not wish to appear in any photos, please notify the retreat team on arrival and every effort will be made to respect your preference. Consent can be withdrawn at any time by contacting us in writing, and we will remove your image where possible

Jurisdiction

46. These terms and conditions are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.