TERMS & CONDITIONS

C'Alma Retreats / www.calma-retreats.com

LAST UPDATED 22 September 2026

These Terms & Conditions ("Terms") govern your use of **https://calma-retreats.com/** and your enquiries, bookings and other dealings with C'Alma Retreats ("C'Alma", "we", "us" or "our"). By using the website or proceeding with an enquiry or booking through C'Alma, you agree to these Terms.

LEGAL ENTITY CALMA RETREATS LIMITED

REGISTERED ADDRESS 2B Pope Road, Bromley BR2 9QB, United Kingdom

COMPANY NUMBER 14998498 • Company registered in England & Wales

CONTACT info@calma-retreats.com

1. About C'Alma Retreats

C'Alma operates a curated platform for discovering and enquiring about retreat experiences, destinations and related services. We may present retreats operated by independent retreat providers, facilitators, properties or other third parties.

Unless expressly stated otherwise at the point of booking, C'Alma acts as a platform and/or intermediary and is not the operator of the retreat itself. The retreat provider is responsible for delivering the retreat, accommodation, activities and other services it supplies.

Information about individual retreats is provided by or on behalf of the relevant provider and may be subject to change. We aim to present information accurately, but we do not guarantee that every description, image, availability statement or price will always be current or error-free.

2. Using the Website

You may use the website for lawful purposes only. You must not misuse the website, interfere with its operation, attempt unauthorised access, introduce malicious code, scrape or reproduce content unlawfully, or use the website in a way that could damage C'Alma or other users.

You are responsible for ensuring that information you provide to us is accurate, complete and kept up to date.

3. Retreat Enquiries and Bookings

Submitting an enquiry does not by itself create a booking or guarantee availability. A booking is only confirmed when the applicable booking process has been completed and, where required, payment or a deposit has been received and confirmation has been issued.

Before completing a booking, you should review the specific retreat information, inclusions, exclusions, dates, location, accommodation arrangements, payment requirements and cancellation terms supplied for that retreat.

Some retreats may have their own booking terms in addition to these Terms. Where a retreat provider's specific terms apply, those terms will be made available to you and may govern matters relating to the provider's delivery of the retreat.

4. Prices, Payments and Taxes

Prices are displayed in the currency stated on the website or booking information. Unless expressly stated otherwise, prices may not include travel, insurance, optional activities, personal expenditure, transfers or other items not specifically included in the retreat description.

Where payment is processed by or through C'Alma, you authorise us and/or our payment provider to process the amounts due in accordance with the booking information. Where payment is made directly to a retreat provider, the provider's payment terms will apply.

Prices may change before a booking is confirmed. Once a booking is confirmed, the price will generally be the price stated in the booking confirmation, subject to any clearly stated adjustment mechanism or error correction.

5. Cancellation, Changes and Refunds

Cancellation rights, notice periods, deposits and refund arrangements vary between retreats and providers. The applicable cancellation terms will be provided as part of the booking information.

If you cancel a booking, any refund will be subject to the applicable cancellation terms and any non-refundable amounts identified at the time of booking.

If a retreat provider cancels, materially changes or is unable to deliver a retreat, the provider's applicable terms will determine the remedies available. Where C'Alma is responsible for processing the booking or payment, we will provide reasonable assistance in communicating relevant information and processing any refund that is due through us.

6. Travel, Insurance and Personal Responsibility

You are responsible for arranging appropriate travel documentation, visas, vaccinations or other entry requirements applicable to your destination and circumstances.

We strongly recommend that you obtain suitable travel and cancellation insurance before travelling. Insurance should be appropriate for the activities, destination and value of your booking.

You are responsible for informing the retreat provider of relevant dietary, accessibility or other requirements before arrival. Because some retreats involve wellness, fitness, meditation, detox, personal development or other activities, you should consider whether the retreat is appropriate for your individual circumstances and seek independent professional advice where appropriate.

7. Health, Wellness and Activities

Retreat experiences may include wellness, fitness, movement, meditation, nutritional, spa, outdoor or other activities. Such experiences are not a substitute for medical diagnosis, treatment or professional healthcare unless expressly stated otherwise by a properly qualified provider.

You participate in activities at your own responsibility and should follow the provider's safety instructions. You should inform the relevant provider of any condition, allergy, dietary requirement, injury, medication or other circumstance that may materially affect safe participation where it is appropriate to do so.

Providers may refuse participation in an activity where they reasonably consider this necessary for safety or legal reasons.

8. Retreat Providers and Third Parties

Retreats will be supplied by independent operators, facilitators, hotels, villas, clinics, instructors, transport providers or other third parties. Those providers are responsible for their own services, personnel, premises and operational decisions.

Where C'Alma passes your enquiry or booking information to a provider, that provider may contact you directly and may process your information under its own terms and privacy notice.

Third-party websites or services linked from the C'Alma website are outside our control. You should review the terms and privacy information applicable to those services.

9. C’Alma’s Role and Liability

C’Alma is a booking and discovery platform and, unless expressly stated otherwise, acts solely as an intermediary between you and the independent retreat provider. C’Alma does not itself provide the retreat, accommodation, activities, treatments, transport, catering or other services described in a retreat listing. Those services are provided by the relevant independent retreat provider, which is solely responsible for their delivery, safety, quality and compliance with applicable laws and regulations.

To the fullest extent permitted by law, C’Alma shall not be responsible for any loss, injury, illness, death, damage, delay, cancellation, omission or other consequence arising from the acts or omissions of an independent retreat provider or other third-party service provider. Any claim relating to the delivery, safety, quality or performance of a retreat or its component services should be directed to the relevant provider.

Nothing in these Terms excludes or limits any liability of C’Alma that cannot lawfully be excluded or limited, or any statutory rights that cannot lawfully be excluded.

10. Intellectual Property

Unless otherwise stated, the website and its content, including text, branding, graphics, photographs, layouts and original editorial material, are owned by or licensed to C’Alma or its content providers and are protected by applicable intellectual property laws.

You may view and use the website for personal, non-commercial purposes. You must not reproduce, distribute, modify, commercially exploit or republish C’Alma content without prior written permission, except where permitted by law.

11. Reviews, Testimonials and User Content

Where the website permits you to submit reviews, testimonials, photographs, comments or other content, you remain responsible for the content you submit and must ensure that you have the necessary rights and permissions.

By submitting content for publication, you grant C’Alma a non-exclusive, worldwide, royalty-free licence to use, reproduce, edit, publish and display that content for the purposes of operating and promoting C’Alma, subject to applicable law.

We may remove content that is unlawful, misleading, defamatory, infringing, offensive or otherwise inconsistent with these Terms.

12. Privacy and Personal Information

Personal information is handled in accordance with our Privacy Policy. Our Privacy Policy explains what information we collect, how we use it, who we may share it with and the rights that may apply.

The Privacy Policy states that C’Alma may share relevant information with retreat operators, facilitators, properties, technology providers, payment providers and professional advisers where reasonably necessary for the purposes described there.

13. Website Availability and Accuracy

We aim to keep the website available and information reasonably accurate, but we do not guarantee uninterrupted availability or that the website will always be free from errors, omissions or technical issues.

We may update, suspend, withdraw or change parts of the website, including retreat listings and editorial content, without notice where reasonably necessary.

14. Changes to These Terms

We may update these Terms from time to time to reflect changes to our services, technology, legal requirements or business practices. The latest version will be published on this page with a revised “Last updated” date.

Changes will not retrospectively alter rights and obligations under a booking where doing so would be unlawful or contrary to the applicable booking terms.

15. Complaints and Contact

If you have a question, complaint or concern about a C’Alma service or booking, please contact us at info@calma-retreats.com. Where your concern relates to a retreat delivered by an independent provider, we may ask you to contact that provider directly while we assist where appropriate.

C’Alma Retreats

2B Pope Road, Bromley BR2 9QB, United Kingdom

Email: info@calma-retreats.com

16. Governing Law and Jurisdiction

These Terms and any dispute or claim arising from or in connection with them are governed by the law of England and Wales, except where mandatory consumer protection laws in your country of residence provide otherwise.

Where permitted by law, the courts of England and Wales will have jurisdiction. Consumers may also have mandatory rights to bring proceedings in the courts of the country in which they live.