GLASS HOUSE

DETOX & WEIGHT LOSS RETREAT

Retreat Guidelines

Our Terms and Conditions

You agree to comply with the terms and conditions set out in our Retreat terms and conditions or our Therapies and Treatments terms and conditions, whichever applies to your purchase, and any other terms we inform you of.

Smoking and Vaping

The Retreat's venue, including our spa gardens and car park are smoke free. A £1500 'deep clean charge' will be automatically added to your account in the event of clients smoking in bedrooms.

Food & Drinks in Room

Rooms are equipped with herbal tea making facilities. Food, soup and juices are to be consumed in designated dining areas only to ensure your room is kept to a high standard.

Noise Levels

For residents the common areas will be closed at 11pm. When in rooms after this time we request you turn off anything that creates noise (TV, radio, music, making phone calls) and keep the noise to a bare minimum so as not to disturb other guests trying to sleep. During your stay you should be aiming to relax and catch up on some much-needed sleep, your body will thank you for it the following day.

Dress Code

There is no dress code – however clients feel more comfortable and relaxed by wearing indoor flip flops, or slippers around the retreat. Spa shoes are essential for the Spa area.

All guests must arrive at their therapy in a clean and fresh state wearing dry underwear. You agree to remove any make-up before facial treatments. Our therapists may request that you take a shower, change, or remove your make-up if these requirements are not met.

Electronic Devices

For the consideration of other guests and for your own relaxation please turn mobile phones to silent while in public areas. Mobile devices can be used in public areas for taking photos only. Please refrain from talking on your phone or using recording devices in the communal areas, spa, gardens and grounds. In addition, please do not electronically record or take photos of other guests during your stay without their express consent.

Car Parking
We provide free parking at the Retreat; however, we accept no responsibility for any loss of, or damage to your property, vehicle or the contents therein, however caused.

Feedback
We love taking care of you – so if something is not going well for you, let a member of the team know and give us the chance to put things right.

Assistance
If you require any assistance during your stay we will be happy to help you. Please let us know as soon as possible of anything we can do to make your stay more comfortable.

Illness
All our meal plans are composed of raw, vegan food. We would like to advise all guests that sometimes abstaining from sugar, caffeine and alcohol can cause headaches, feelings of nausea and general lethargy. We recommend that you abstain from these at least three days before you arrive at the Retreat to begin your residential package. Please note we will not refund monies due to any illness, lethargy or malaise, or as a result of you deciding to leave our programmes of your own accord.

Health & Wellbeing
Your health and well-being are our paramount concern. We believe that you are the best person to be in control of your health. We ask that you seek professional medical advice about any conditions or concerns you have and act appropriately on this advice, even if it means not undertaking exercise, a treatment or classes. We ask that you let us know if you feel unwell for any reason whilst on our premises so we can help. We request that you read and take on board any instructions information or notifications about use of equipment or the contraindications for specific treatments.

Our team of nutritionists, therapists, fitness instructors, yoga teachers and staff members will do our best to guide and support you during your time with us, however, it is ultimately your responsibility to ensure your exercise, treatments, spa activities and food selection are suitable for your own personal health.

Pregnant women should not use the Sauna, Steam Room or Hot tub prior to having a medical consultation regarding such use with their doctor

Guests
The use of the retreat and its facilities is for paying guests only attending a stay or spa day. Visitors are only permitted on site to drop off and collect guests and are not allowed use of the retreat and its facilities.

Standalone Treatment & Facility Use
Purchasing a standalone treatment does not include the use of facilities.

Lost Property
Items left at the Retreat can be posted to you as long as the value of goods does not exceed £100. The cost of postage must be paid prior to items being sent. Alternatively, items can be collected. We require collection or requests for postage of forgotten items within one month

of departure date. After this time, items may be destroyed or otherwise disposed of.

Valuables

No responsibility can be accepted by the Retreat for the safety of money or valuables of any kind brought to the venue whether placed in the safe or not. If you do bring valuable items, it is essential they are covered by your own insurance for the period of your stay. The Retreat are not be liable, under any circumstances whatsoever, for damage, injury or consequential loss, however caused, to our residents.

Pets

The Retreat regrets that we do not allow guests to bring pets to the facility, but good boarding kennels are available locally.

Zero Tolerance Policy

We operate a 'zero tolerance policy' towards disruptive guests.
Any breach of our Retreat Guidelines or rude, abusive or offensive behaviour (towards guests or staff) may result in your immediate removal from the venue without refund.

Treatment or Therapy Specific Rules

Additional terms may apply to specific services and these will be notified to you at the time of purchase.

Minors

Minors aged 16-17 may attend the retreat with a responsible adult over the age of 18. This responsible adult must take full responsibility for the minors safety and wellbeing while at the retreat. No one under 16 is allowed to attend the retreat. Please refer to our full terms for more details.

Alcohol

Only alcohol purchased at our locations can be consumed on site. If you bring your own alcohol for consumption, there will be a corkage charge of £20 per bottle. All staff that serve customers are trained to 'think 25' and in some circumstances you may be asked to provide an acceptable ID when purchasing alcohol. We reserve the right to refuse service. On safety grounds we advise guests to be sensible about their alcohol consumption and refer to our previously mentioned zero tolerance policy regarding disruptive guests.

Photo ID

Photo ID will be required for the lead booker in each room to store against the booking and this ID must match the name on the credit card authorised against the room when checking in.

Respect for Our Team and Other Guests

At Glass House Retreat, we are committed to providing a safe, welcoming and respectful environment for everyone. We ask all guests to treat our employees, contractors and fellow guests with courtesy, dignity and respect at all times.

We operate a zero-tolerance approach to:

- Verbal abuse, including shouting, swearing, threats, insults or discriminatory language.
- Physical abuse, including assault, intimidation, threatening gestures or unwanted physical contact.
- Sexual harassment, including unwanted sexual comments, jokes, advances, gestures or touching.
- Any behaviour that is threatening, intimidating, humiliating, discriminatory or otherwise inappropriate.

This applies to all interactions, including during treatments, classes, use of our facilities, telephone calls, emails and other communications.