



Elsa

Spa
Apartments
Tux

Elevate & Thrive: An Alpine Retreat for Energy, Focus, and Wellbeing

Terms & Conditions

Purpose & General Information

This Retreat (the "Retreat") is organized by ELSA Spa Apartments Tux ("we," "us," "our"), taking place at ELSA Spa Apartments Tux in Austria from June 5th till June 8th, 2025. These Terms & Conditions apply to all individuals ("participants," "you," "your") who register for or attend the Retreat.

Health & Safety Disclaimer

1. Informational Content

The Retreat offers discussions, workshops, and demonstrations concerning wellbeing, health, and personal development. The content provided is for informational and educational purposes only and is not intended to substitute professional medical advice, diagnosis, or treatment.

2. Physical Activities

Some activities (e.g., guided hikes, breathing exercises) require moderate physical exertion. By registering, you confirm that you are in suitable physical condition to participate. If you have any health concerns or pre-existing conditions, consult your physician before attending.

3. Participant Responsibility

You are responsible for determining your own ability to participate safely in all Retreat activities. If you experience any discomfort or health concerns during the Retreat, inform the organizers immediately and discontinue participation if necessary.

Insurance & Liability

1. Insurance Recommendation

We strongly recommend that all participants obtain personal travel and medical insurance to cover any unforeseen circumstances, such as accidents, illnesses, travel disruptions, or emergencies.

2. Liability Waiver

By registering for the Retreat, you acknowledge and accept any inherent risks related to travel, outdoor activities, and physical exercises. You agree that ELSA Spa Apartments Tux, its owners, staff, partners, affiliates, and agents shall not be held liable



for any loss, injury, or damage to person or property that may occur during or in connection with the Retreat.

3. Indemnification

You agree to indemnify and hold harmless ELSA Spa Apartments Tux and any associated individuals or entities from any claims, liabilities, damages, or expenses arising from your participation in the Retreat, except in cases of proven gross negligence or willful misconduct on our part.

Registration, Payment & Cancellation

• Booking & Deposit & Cancellation

A deposit is required upon booking to secure your spot:

- First payment: 30% non-refundable deposit, due at the time of reservation
- Second payment: 40% non-refundable deposit, due by May 22
- Final payment: 30%, due upon check-in
- To cancel, participants must provide written notice via email to info@elsa.tirol.

• Cancellation or Changes by Organizers

We reserve the right to cancel or postpone the Retreat due to low enrollment, natural disasters, travel restrictions, or other unforeseen circumstances. If we cancel, you will receive a full refund of any payments made to us. However, we are not responsible for additional costs (e.g., flights, hotel bookings outside the Retreat's scope). No other claims or compensation shall be accepted.

• Transfer of Booking

In certain circumstances, your Retreat spot may be transferred to another person if they meet any stated requirements and if you inform us in advance. Written approval from the organizers is necessary for any transfer to be valid.

Code of Conduct & Community Standards

1. House Rules Compliance

All participants must also abide by the official house rules of ELSA Spa Apartments Tux ("ELSA") as in the Guest Information Guide available online <https://www.elsa.tirol/reservation/>, which include guidelines on the use of facilities, noise levels, and respect for shared and private spaces. Failure to comply with ELSA's house rules may result in the organizer's right to discontinue a participant's stay or activities, without any entitlement to a refund, to ensure a safe and comfortable environment for all guests.



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2. Respect & Inclusivity

Our Retreat aims to provide an inclusive, respectful environment. Discriminatory, harassing, or disruptive behavior will not be tolerated. We reserve the right to remove anyone who violates this principle without refund.

3. Shared Spaces & Quiet Hours

Please be mindful of others in shared or communal spaces (e.g., apartments, spa areas). Observe any posted quiet hours and maintain a respectful noise level.

4. Property Care

Participants shall take care of the property, its furnishings, spa facilities, and equipment. Any damages or losses caused by negligence may be billed to the responsible party.

Media Release

1. Photography & Videography

We may take photographs or videos during the Retreat for marketing and promotional purposes (e.g., social media, future brochures, website galleries). By attending, you grant us permission to use such images without compensation, unless you explicitly inform us otherwise in writing before or during the Retreat.

2. Opt-Out

If you prefer not to appear in any media, please notify us in advance so we can take reasonable steps to respect your preference (e.g., seating arrangements, editing out images where possible).

Privacy

1. Personal Information

We collect and use your personal information (e.g., name, contact details, dietary requirements) solely for the purpose of organizing and executing the Retreat. We do not sell or share your data with third parties unrelated to the Retreat.

2. Mailing List

By providing your email, you consent to receive Retreat-related updates. You may unsubscribe from any marketing or informational emails at any time.

Packing & Logistics

1. Recommended Packing List

We suggest you bring comfortable walking shoes, weather-appropriate clothing, a reusable water bottle, sunscreen, sunglasses, any personal medications, and any additional gear specific to high-altitude mountain environments.



2. Arrival & Departure

- Check-In: Begins at 16:00 on Thursday, June 5th, 2025. Please plan to arrive before 19:00 to be able to join the Intro Session.
- Check-Out from the apartments: Is by 10:00 on Sunday, June 8th, 2025. Please make your travel arrangements accordingly.
- These check-in and check-out times apply to all participants unless you've confirmed an early check-in, a late check-out, or booked extra days before or after the retreat.

3. Meals & Dietary Needs

If you have specific dietary restrictions or allergies, kindly inform us at least 7 days in advance to help us accommodate you. If we do not receive your request 7 days in advance, we will be unfortunately not able to accommodate your needs.

Additional Services & Charges

1. Extra Services

Spa treatments, all beverages, additional snacks, or private coaching sessions beyond the Retreat's scheduled offerings may incur additional fees. Payment is to be made directly to the service provider or through arrangements specified by the organizers.

2. Early Check-In / Late Check-Out

May be available upon request depending on room availability. Additional fees may apply.

Governing Law & Dispute Resolution

This agreement is governed by the laws of Austria. Any disputes arising from or related to these Terms & Conditions shall be resolved amicably between the parties. If no mutual resolution is found, disputes will be subject to the exclusive jurisdiction of the courts in Tyrol.

Acceptance of Terms

By registering for and attending the Retreat, you acknowledge that you have read, understood, and agree to abide by these Terms & Conditions in full.

Contact Information

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