

Effective date: 1st November 2026

Thank you for choosing to join an Alongside Ayo day retreat. We're really looking forward to welcoming you.

Our retreats are designed to provide a warm, supportive and welcoming space where women can connect, reflect, explore new experiences and take some time for themselves.

These terms and conditions explain what you can expect from us, what we ask of you, and what happens if plans need to change. Please read them carefully before booking.

By completing your booking, you agree to these terms and conditions, which form an agreement between you and Bakare Barley Ltd, trading as Alongside Ayo.

1. Your Booking

Your place on the retreat is confirmed once we have received your payment and you have received a booking confirmation.

Retreat places are limited, and bookings are allocated on a first-come, first-served basis.

The retreat date, location, timings, activities, inclusions and ticket price will be outlined on the event booking page.

Please check these details carefully before completing your booking.

2. Our Commitment to You

As your retreat organiser, Alongside Ayo will:

- Plan and deliver the retreat with care, professionalism and reasonable skill.
- Provide the activities, sessions and refreshments advertised as included in your ticket, subject to any necessary changes.
- Create a welcoming, inclusive and respectful environment.
- Share relevant practical information ahead of the retreat.
- Communicate any significant changes to the programme as soon as reasonably possible.
- Take reasonable steps to support the health, safety and wellbeing of participants throughout the event.

3. Your Responsibilities

To help create a positive experience for everyone, we ask that you:

- Arrive on time and come prepared for the activities outlined in the programme.

- Treat other participants, facilitators and venue staff with kindness and respect.
- Respect other people's privacy and personal boundaries.
- Participate at a level that feels comfortable and appropriate for you.
- Let us know in advance about any relevant accessibility requirements, dietary needs or health considerations that may affect your participation.
- Follow reasonable safety guidance provided by the organisers, facilitators and venue.

There is no pressure to share personal experiences or take part in activities that make you uncomfortable.

We reserve the right to ask anyone whose behaviour is seriously disruptive, discriminatory, threatening or unsafe to leave the event. Any refund will be considered in light of the circumstances and applicable consumer rights.

4. Payments and Ticket Prices

The full ticket price and any applicable payment arrangements will be clearly stated at the time of booking.

Unless otherwise advertised, payment is required in full to secure your place.

Your ticket covers the activities and inclusions specifically listed on the event booking page.

Travel, accommodation and other personal expenses are not included unless expressly stated.

5. Cancellations and Refunds

We understand that sometimes plans change.

However, organising a retreat involves advance commitments, including venue hire, catering, facilitators, materials and other costs. As places are limited, late cancellations can also be difficult to fill.

If you need to cancel your booking, please contact us in writing as soon as possible.

Refunds will be assessed in accordance with our published cancellation arrangements and applicable consumer law. We may retain a reasonable amount to cover losses directly arising from your cancellation, taking account of costs saved and any opportunity to fill your place.

Where your place is successfully resold, we will take this into account when calculating any refund.

Refunds are not automatically available simply because you change your mind or are no longer able to attend.

Tickets for leisure activities taking place on a specific date will not normally qualify for the standard 14-day online cancellation period, where the relevant legal exemption applies.

Nothing in these terms affects your statutory consumer rights.

6. Transferring Your Place

If you can no longer attend, you may request to transfer your place to another person.

We will normally accommodate transfers where:

- You notify us at least 48 hours before the retreat.
- The replacement participant meets any relevant eligibility or participation requirements.
- We receive their booking details and any necessary dietary or accessibility information in advance.

Transfers must be agreed and confirmed by Alongside Ayo.

Tickets cannot automatically be transferred to a future retreat or exchanged for another event.

7. Bad Weather and Travel Disruption

We know the British weather can be unpredictable, particularly during the winter months.

Our intention is always to deliver the retreat as planned, provided it is safe and reasonably practical to do so.

If the retreat goes ahead

If the retreat proceeds as scheduled, a personal decision not to travel because of rain, snow, ice, cold weather, weather warnings or transport disruption will not normally entitle you to a refund.

Our usual cancellation terms will apply, subject to your statutory rights and the individual circumstances.

We encourage everyone to check weather forecasts, travel conditions and transport updates before setting off and to make their own decisions about travelling safely.

If severe weather affects the retreat

If severe weather makes it unsafe or impractical to deliver the retreat, we may need to postpone or cancel the event.

In making this decision, we will consider relevant weather warnings, venue accessibility, transport conditions, facilitator availability and the safety of participants.

We will contact attendees as soon as reasonably possible using the email address provided at booking.

If we cancel the retreat, you will be entitled to a refund of the event ticket price. If we offer an alternative date, you can choose whether to accept it or receive the refund to which you are entitled.

8. Changes or Cancellation by Alongside Ayo

While every effort will be made to deliver the retreat as advertised, we may occasionally need to make reasonable changes to the schedule, facilitators or activities.

Where a significant change affects the nature of the retreat, we will notify participants and explain their options, including any applicable refund rights.

In exceptional circumstances, we may need to cancel or postpone the retreat due to severe weather, venue issues, illness, insufficient bookings or other circumstances beyond our reasonable control.

If we cancel the event, we will offer a full refund of the ticket price or, if you prefer, the option to transfer to a rescheduled event.

We will not normally cover independently arranged travel, accommodation or other personal expenses, except where required by law.

9. Health, Wellbeing and Participation

Our retreats may include activities such as group discussions, guided reflection, journaling, gentle movement or wellbeing activities, depending on the programme.

Participation is voluntary, and you are encouraged to listen to your own needs and limits.

Please let us know in advance if you have any accessibility requirements or relevant health considerations that may require adjustments to your participation.

Our retreats are intended to support personal reflection, connection and wellbeing. They are not a substitute for professional medical, psychological or therapeutic advice.

If an activity does not feel suitable for you, you are welcome to sit it out.

10. Personal Belongings and Travel

Participants are responsible for arranging their own travel to and from the retreat unless otherwise stated.

Please take reasonable care of your personal belongings throughout the event.

Alongside Ayo cannot accept responsibility for loss, theft or damage to personal property unless caused by our negligence or other breach of legal duty.

We recommend considering suitable insurance if you are making significant non-refundable travel or accommodation arrangements.

11. Photography and Video

We may wish to take photographs or short videos during the retreat to capture moments from the day and share information about Alongside Ayo events.

We will let participants know when photography or filming is planned.

You are welcome to opt out of being photographed or filmed, and we will take reasonable steps to respect your preference.

We will seek appropriate permission before using identifiable images of participants for promotional purposes.

Please also respect the privacy of other attendees and avoid photographing or recording anyone without their agreement.

12. Confidentiality and Respect

We want our retreats to feel like safe, supportive and judgement-free spaces.

During the day, participants may choose to share personal experiences, reflections or feelings.

We ask everyone to respect the privacy of others and not share personal information or stories outside the group without permission.

While we encourage confidentiality, we cannot guarantee the actions of other participants.

Alongside Ayo will handle personal information in accordance with applicable data protection law and our Privacy Policy, subject to any necessary legal or safeguarding disclosures.

13. Liability

Alongside Ayo will take reasonable care in planning and delivering the retreat.

We are responsible for losses or injuries caused by our negligence or breach of legal obligations to the extent required by law.

Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud, or any other liability that cannot legally be excluded.

Participants remain responsible for taking reasonable care of their own safety and following relevant guidance during the event.

14. Personal Information

We collect and use personal information where necessary to manage bookings, communicate event details, accommodate relevant participant needs and deliver the retreat.

Your information will be handled in accordance with our Privacy Policy and applicable data protection legislation.

We will not add you to marketing communications unless we have an appropriate lawful basis to do so.

15. Questions, Concerns and Complaints

We genuinely want everyone to have a positive experience.

If you have any questions or concerns before, during or after the retreat, please get in touch.

We will aim to respond promptly and resolve any concerns fairly and constructively.

Contact: info@alongsideayo.com

16. Agreement to These Terms

By completing your booking, you confirm that you have read and understood these terms and conditions and agree to be bound by them.

These terms are governed by the laws of England and Wales, without affecting any mandatory consumer protections that apply to you.

Nothing in these terms affects your statutory rights.

Alongside Ayo

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