

Maraleina Fitness Retreat

BOOKING TERMS & CONDITIONS

These Terms & Conditions form part of your booking agreement with Maraleina Sports Resort and are designed to ensure a safe, enjoyable, and personalised retreat experience for all guests. Please read them carefully before confirming your reservation.

1. General

These Terms & Conditions apply to all bookings and participation in the Maraleina 365 Fitness Retreat, including any specialty retreat formats, performance testing services, HYROX retreats, excursions, coaching services, and additional wellness or training experiences offered by Maraleina Sports Resort (“Maraleina”, “the Resort”, “we”, “our”).

By confirming a booking, guests acknowledge and agree to these Terms & Conditions.

2. Eligibility & Participation

2.1 Minimum Age

Participants must be at least 16 years of age unless otherwise approved in writing by Maraleina Sports Resort.

2.2 Health & Medical Responsibility

Participants acknowledge that fitness training, physical assessments, recovery sessions, excursions, and performance testing involve physical exertion and inherent risks.

Participants are responsible for ensuring they are medically fit to participate in retreat activities.

Maraleina reserves the right, at its sole discretion, to restrict participation in any activity where staff believe participation may pose a health or safety risk.

All participants are required to complete the necessary intake and waiver forms. Additional forms may be required if medically necessary.

2.3 Medical Conditions & Injuries

Participants must disclose:

- Relevant medical conditions
- Injuries
- Physical limitations
- Medications
- Cardiovascular conditions
- Pregnancy status
- Any other condition that may impact safe participation

Failure to disclose relevant medical information may result in removal from activities without refund.

Dietary requests and allergies should be communicated prior to arrival. While every reasonable effort will be made to accommodate dietary requirements, Maraleina cannot guarantee an allergen-free environment.

3. Assessments & Performance Testing

3.1 General Assessments

Retreat assessments may include:

- Body composition analysis
- Fitness evaluations
- Mobility screening
- Movement assessments
- Performance consultations

Assessment results are intended for educational and coaching purposes only and should not be relied upon as medical advice, diagnosis or treatment.

3.2 Elite Performance Testing

Optional elite testing services such as VO2 testing and lactate testing may require additional screening and signed consent forms prior to participation.

Maraleina reserves the right, at its sole discretion, to decline testing participation based on medical concerns or safety considerations.

3.3 Accuracy of Results

Performance and body composition assessments are estimates and may be influenced by hydration, recovery, nutrition, effort, sleep, and other external factors.

Maraleina does not guarantee specific performance, weight loss, aesthetic, or health outcomes.

4. Coaching & Training

4.1 Individualisation

Training programs and coaching recommendations are adapted based on assessments, fitness level, and participant goals; however, participants remain responsible for exercising within their own limits.

4.2 Session Modifications

Coaches may modify, substitute, or remove exercises or sessions at their discretion for safety or operational reasons.

4.3 Personal Training Sessions

Included and additional personal training sessions must be scheduled in advance and are subject to coach availability.

Unused sessions are non-refundable and non-transferable unless otherwise approved by management..

5. Booking & Payment

5.1 Full Prepayment

Currently, full prepayment of the package is required at the time of booking.

5.2 Deposit & Final Payment

In the future, a deposit may be required to secure a booking. The percentage or amount will be stated upon booking. In this case, a final payment will be required at check-in unless otherwise stated.

5.3 Pricing

The package rates are inclusive of all applicable taxes and service charges.

This offer cannot be combined with any other offers, promotions, or discounts. (if any)

Maraleina reserves the right to withdraw, modify, or discontinue this special offer at any time without prior notice.

This offer is subject to availability at the time of booking.

This offer is valid only for new bookings made during the promotional period and cannot be applied retrospectively to existing bookings.

6. Cancellation & Refund Policy

6.1 Guest Cancellation

- Full credit or a refund will be provided if the cancellation is made at least 30 days prior to the start date. Any applicable bank transfer fees, payment gateway fees, or credit card processing charges will be deducted from the refund amount.
- If the guest cancels the booking at least 14 days prior to the arrival date, the guest may choose to keep the full value of the payment as Maraleina Sports Resort credit instead of requesting a refund.
- No refund or credit will be provided for cancellations made less than 14 days prior to the start date.

Credit Policy

- Maraleina Sports Resort credit is valid for 6 months from the original arrival date.
- The credit may be used for accommodation, sports programs, camps, or other eligible services at Maraleina Sports Resort.
- When the guest is ready to travel, simply email us with preferred dates, and we will apply the credit to the new booking, subject to availability.
- Any unused credit remaining after the validity period will expire and cannot be refunded or extended.

6.2 No Shows & Early Departure

There will be no refund in case of a no-show or early departure

No refunds will be issued for:

- No-shows
- Unused services
- Missed sessions
- Voluntary early departures

6.3 Resort Cancellation

Maraleina reserves the right, at its sole discretion, to cancel or reschedule retreats due to:

- Weather
- Safety concerns
- Operational requirements
- Insufficient participation
- Force majeure events

In such cases, guests may be offered:

- Alternative dates
- Maraleina Sports Resort credit
- Partial or full refund at management discretion

Maraleina reserves the right to modify coaches, class times, excursions, facilities, or retreat schedules where necessary due to operational requirements, weather, or guest safety.

Additionally, certain facilities may be unavailable due to maintenance, weather, or operational requirements.

7. Travel & Insurance

7.1 Travel Insurance

Guests are highly recommended to obtain comprehensive travel insurance covering:

- Trip cancellation
- Medical emergencies
- Injury
- Personal belongings
- Sports participation
- Evacuation if applicable

7.2 Airport Transfers

Included airport transfers apply only within designated pickup times and locations specified by Maraleina.

Additional or private transfers may incur additional charges.

8. Conduct & Behaviour

8.1 Guest Conduct

Guests are expected to behave respectfully toward:

- Staff
- Coaches
- Other participants
- Resort property- Guests may also be liable for damage caused to resort property.

Maraleina reserves the right, at its sole discretion, to remove guests from activities or the retreat without refund for:

- Unsafe behaviour

- Harassment
- Intoxication
- Aggressive conduct
- Disruptive behaviour
- Any other type of behaviour outlined in Maraleina Sports Resort's Code of Conduct

8.2 Substance Use

Illegal substances are strictly prohibited.

Maraleina reserves the right, at its sole discretion, to restrict participation in physical activities if a participant appears impaired or intoxicated.

9. Excursions & Third-Party Activities

Excursions and certain external activities may be operated by third-party providers.

Participation is voluntary and may require separate waivers or safety acknowledgements.

Maraleina is not liable for incidents arising from third-party operated services beyond the extent permitted by law.

10. Photography & Media

Maraleina may capture photography and video content during retreats for marketing and promotional purposes.

Guests who do not wish to appear in marketing materials must notify the Resort in writing prior to arrival or during their stay.

11. Liability Waiver

Participation in fitness training, recovery sessions, excursions, performance testing, HYROX simulations, and sports activities involves inherent risks including injury, illness, or death.

Guests acknowledge that they assume all risks associated with participation and agree that Maraleina Sports Resort, its staff, coaches, contractors, and affiliates shall not be held liable except in cases of gross negligence or as required by law.

Guests are required to agree to the Maraleina Sports Resort Individual Waiver prior to participation.

12. Force Majeure

Maraleina shall not be liable for delays, cancellations, or disruptions caused by events beyond reasonable control including:

- Natural disasters
- Government restrictions
- Epidemics/pandemics
- Transportation disruptions
- Extreme weather
- Civil unrest

13. Privacy

Participant information and assessment data will be handled in accordance with applicable privacy laws and used for retreat operations, coaching, and guest experience purposes.

14. Inclusions

- Accommodation for the duration of the booking
 - Room occupancy is 2 adults per room. A fitness retreat guest may have a companion in their room. Companions are not given the same inclusions. The companion may participate in the fitness retreat for an additional charge.
- Full Board Meal Plan – Terms & Conditions: The Full Board Meal Plan includes the following daily dining entitlements. All selections are based on the à la carte menu. Please note that alcoholic beverages are not included.

Daily Allowance: A daily spending allowance of THB 1630 per person, per day.

****Recommendation for meal allotments:***

Breakfast: One à la carte breakfast selection.

Lunch: One à la carte meal and one beverage.

Protein Shake / Smoothie: One protein shake or smoothie from the à la carte menu.

Dinner: One à la carte meal, one appetizer or dessert, and one beverage.

Additional Terms:

Any amount exceeding the stated daily allowance will be charged directly to the participant.

Meal entitlements are non-transferable and cannot be accumulated, discounted, or carried forward to another day.

All prices are in Thai Baht (THB) and inclusive of applicable taxes and service charges as per hotel policy.

- Full access to facilities if available.
- Access to all regular scheduled fitness classes for the duration of the booking.
- Initial assessments including INBODY Scan.
- One personal training session per week.
- Exit consultation.
- Personalised 4-week continuation plan
 - All retreat materials remain the intellectual property of Maraleina Sports Resort and may not be reproduced or distributed without written permission.
- Weekly excursions
 - One organised weekly excursion is included. The excursion offered varies by retreat dates and is subject to availability and weather conditions.
- Airport/Ferry transfers
 - Airport and ferry transfers are included only within the designated arrival and departure windows communicated prior to the retreat.