

SINGLEFILE RETREAT DISCLAIMER / TERMS & CONDITIONS

1. Itinerary and prices subject to change without notice.
2. Retreat ticket prices are quoted in Australia Dollars (AUD\$) and include Australian Goods and Services Tax (GST).
3. We recommend guests obtain full travel insurance at the time of booking the retreat covering all medical expenses, retreat activities and a trip cancellation policy in the unlikely event that the retreat is cancelled or in case of a personal emergency that will prevent you from attending.
4. Guests must be at least 18 years of age to attend Singlefile X Aspire Great Southern Retreat.
5. Full payment is required to secure the booking.
6. The guest is responsible to pay for all extra services not included in the selected retreat package.
7. Please be aware that the utmost care is taken in the preparation and serving of food to accommodate dietary requirements, however it must be noted that we may handle nuts, seeds, flowers, seafood, shellfish, wheats, eggs, fungi, dairy and other ingredients and take no responsibility for unspecified allergies. Customer requests will be met to the best of our ability, but the decision to consume the food is the full responsibility of the diner.
8. Singlefile Wines personnel are trained to comply with strict policies, procedures and accreditation benchmarks to ensure the safety of our guests at all times. All individual event attendees however are to accept ultimate responsibility for their own safety and well-being at all times.
9. By purchasing a ticket to a Singlefile Wines retreat, you (and holders of any tickets purchased by you), accept our Disclaimer, Terms and Conditions, and Cancellation Policy

CANCELLATION POLICY

1. Singlefile Wines and Aspire Group reserves the right to cancel any event due to minimum numbers not being reached. In this unlikely event, you will be notified as soon as possible.
2. Singlefile Wines and Aspire reserves the right to cancel/postpone any event due to unforeseen circumstances e.g. natural disasters; severe weather conditions; other external events; In this unlikely event, you will be notified as soon as possible.
3. Full payment, per person is required to confirm an event ticket; Cancellation eight weeks prior to event – 100% refund per person is applicable. Cancellation less than eight weeks prior to event – no refund applies, however if we are able to resell the ticket then a full refund will apply.

LIABILITY

1. Singlefile Wines and Aspire Group shall not be liable for any unusual and unforeseeable circumstances beyond our normal control, which the consequences of could not have been avoided even when exercising all due care. Such circumstances or events include, but are not limited to, war or threat of war, riot, civil unrest, industrial disputes or strikes, accidents or failure to perform by third parties, including suppliers and subcontractors, unavoidable technical problems with the accommodation, transport or closure or congestion of airports, terrorist activity, natural disasters, industrial disasters, fire, theft, flooding and adverse weather conditions. In the event of any the above, refunds and compensation payments cannot be made.
2. Singlefile Wines and Aspire Group accepts no liability for loss, damage, injury, or illnesses which may be received during the guest's stay or travelling to and from the Singlefile X Aspire Great Southern Retreat. All guests must take responsibility for their own medical and physical fitness and able to use our facilities and participate in activities.
3. Singlefile Wines and Aspire Group are not liable for any injuries or losses to guests, in the use of retreat facilities or participation in activities.
4. While all care is taken, Singlefile Wines and Aspire Group cannot accept any responsibility for loss or damage of personal possessions or valuables of guests.