



## LiveUp Retreat – Terms & Conditions

By booking a spot at the LiveUp Retreat, you fully accept the following Terms & Conditions.

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### 1. Participation Conditions

The retreat is open to **participants of all fitness levels**.

Participants must be willing to actively engage and behave respectfully within the LiveUp community.

Participants confirm that they are **medically fit** to engage in physical activities. If there are known health limitations, medical clearance is recommended.

Participation is at your own risk.

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### 2. Registration & Payment

- Registration is **binding** and must be completed via the official LiveUp AG booking system or form.
- **Deposit:** 50% of the total retreat fee due no later than 30.04.2026.
- **Remaining balance:** 50% due **no later than** 30.06.2026.
- Failure to pay on time may result in cancellation of the booking. Standard cancellation policies (see Section 5) apply.

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### 3. Accommodation

Accommodation is provided in **shared double rooms**. Single rooms are available **upon request and subject to availability** for an additional fee. There is no entitlement to a single room.

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### 4. Services Included

The retreat price includes:

- Accommodation in the selected villa
- Sports and movement program
- Private drivers
- Round-trip flights from Zurich-Kloten (ZRH)
- 4 lunches and 2 dinners in the villa



- Breakfast, snacks, and beverages in the villa
- Outdoor activities included in the program
- Use of villa facilities

#### Not included:

- Personal expenses
- Travel and health insurance
- Flight changes or customized travel plans
- Services provided by third parties (e.g., external excursions or activities)
- Any other service not explicitly listed as included

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## 5. Cancellation by Participants

Cancellations must be made **in writing via email**.

Refunds are subject to the following:

- **Up to 60 days before the retreat:** 50% refund
- **59 days or fewer before the retreat:** no refund
- No-shows or cancellations not communicated in writing do **not** entitle you to any refund.

We strongly recommend purchasing **travel cancellation insurance**.

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## 6. Arrival & Departure / Flights

- The price includes round-trip flights from **Zurich-Kloten (ZRH)**.
- Participants flying from other airports or at different times must cover any additional costs themselves.
- LiveUp AG is **not responsible** for delays, cancellations, or changes by airlines or transport providers. No claims for refunds or damages can be made to LiveUp AG for such events.

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## 7. Program and Activities

- Participation in offered activities is **voluntary** but recommended.
- LiveUp AG reserves the right to make **last-minute changes** to the program due to weather, organizational adjustments, or safety concerns.
- No refund is granted if an activity is cancelled or altered.



- LiveUp AG is **not liable for any service provided by third parties**, such as boat rentals, sports providers, or excursions. No refund is available for disruptions caused by third-party providers.

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## 8. Photos & Videos

Photos and videos may be taken during the retreat for marketing and communication purposes. Participation implies consent.

If you do not wish to appear in any media, notify us **in writing before the retreat**.

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## 9. Insurance & Liability

Participants are responsible for their own **insurance coverage** (e.g., accidents, illness, trip cancellation, theft).

LiveUp AG is **not liable** for:

- Personal injury or accidents
- Theft, loss, or damage to personal property
- Disruptions or failures caused by third-party providers
- Consequences of force majeure events

Liability only applies in cases of **proven gross negligence or willful misconduct** by LiveUp AG. Refunds or compensation are otherwise excluded.

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## 10. Exclusion of Participants

LiveUp AG reserves the right to **exclude participants** from the retreat without refund in case of inappropriate behavior, disrespect, or disruption of the group experience.

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## 11. Retreat Cancellation by Organizer

If the retreat is **cancelled due to force majeure, insufficient participation, illness of staff, or third-party service failures**, participants will receive a **full refund of amounts already paid**.

No further compensation or reimbursement will be provided.

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## 12. Limitation of Liability

The total liability of LiveUp AG to participants is **limited to the total amount paid**. LiveUp AG is **not responsible for any damages, disruptions, or injuries caused by third parties** or external events.

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## 13. Governing Law & Jurisdiction

Swiss law applies. The **exclusive jurisdiction** is **Zurich, Switzerland**.

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**Contact:** For questions, please email [welcome@teamliveup.com](mailto:welcome@teamliveup.com)

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