

SheRunz – Terms & Conditions

1. Pricing

All prices are displayed in New Zealand Dollars (NZD). Prices are subject to change at any time prior to booking confirmation.

2. Travel to/from Retreat or Event

Travel to and from SheRunz Retreats or Events is the responsibility of the individual participant. Each participant must organise their own transport, accommodation (pre/post event), and any other necessary arrangements.

All associated costs — including, but not limited to, transport, accommodation, gear, travel insurance, and unforeseen expenses — are not covered by SheRunz and are not included in any payments made to SheRunz.

We strongly encourage participants to arrange appropriate travel and insurance coverage.

3. Payments

Payments are due by the date stated on your invoice. Late payments will incur a penalty of 10%. Once the initial deposit is paid, payment plans are available on request.

4. Refund Policy

SheRunz offers **Entry Protection Insurance** through **X Cover** to provide participants with refund protection.

When booking a Retreat, participants may choose to opt in and add this insurance.

SheRunz does not offer a separate refund or withdrawal policy.

If you choose not to take out X Cover Entry Protection Insurance, you acknowledge there will be **no refunds** or rollovers (in full or part) to another Retreat for any reason.

5. Minimum or Limited Numbers

SheRunz reserves the right to cancel a Retreat if minimum numbers are not met.

In the event of cancellation, we will work with each individual to reschedule, transfer, or refund as applicable.

6. Liability Disclaimer

SheRunz is not responsible for third-party actions that may impact your retreat, coaching session, or event experience.

While we do our best to provide accurate and up-to-date information, some facilities or services may become unavailable due to circumstances beyond our control.

SheRunz is not liable for injury, loss, or damage incurred during participation in any SheRunz activity. Participation is at your own risk.

7. Force Majeure

SheRunz is not liable for disruptions or cancellations resulting from force majeure events. These include, but are not limited to: war, natural disasters, pandemics, government restrictions, severe weather, or any other circumstances beyond our control.

8. Personal Responsibility & Medical Considerations

Participants must complete a medical declaration and provide accurate health information. Participants are responsible for managing their own medical supplies and safety throughout all SheRunz activities (retreats, events, or coaching).

While SheRunz may provide basic medical support, we do not assume responsibility for emergency medical care. All associated costs, including evacuation or treatment, are the participant's responsibility.

9. Insurance

Participants can opt in for Entry Protection Insurance (via X Cover) at the time of booking and deposit payment. This insurance **cannot** be added later.

Participants are also required to arrange their own **comprehensive travel insurance**, which should cover (but is not limited to): medical emergencies, cancellations, repatriation, personal belongings, and travel disruptions.

Proof of insurance may be required prior to participating in certain retreats or events.

10. Retreat Participation & Activity Modifications

This clause applies **only to SheRunz Retreats**.

If a retreat participant chooses **not to participate** in any scheduled activity, or requests **modifications** to the planned itinerary (for example, transport changes, alternative meals, private accommodation, or individual logistics), any additional costs incurred will be **the sole responsibility of the participant**.

No refunds, discounts, or reimbursements will be provided for missed, skipped, or altered retreat activities—regardless of reason, including personal preference, illness, injury, or lack of preparation.

11. Event & Retreat Conditions

- Outdoor retreats and events may involve risks such as rugged terrain, river crossings, unpredictable weather, and wildlife.
- Participants must be familiar with basic safety protocols and equipment (e.g., GPS, Personal Locator Beacons, first aid).
- SheRunz reserves the right to modify, reschedule, or cancel activities for safety reasons. In these cases, we will aim to provide alternative arrangements; however, refunds will not be issued.
- Participants must follow all safety instructions provided by SheRunz leaders and guides.

12. Coaching Services

By participating in SheRunz coaching or exercise programs, you acknowledge that there are inherent risks to health and safety.

Injuries can occur due to factors such as form, environment, or equipment use.

Results are not guaranteed and will vary between individuals.

Our coaches are qualified professionals, but they are **not** medical doctors or registered nutritionists. Any advice given is not a substitute for medical or nutritional consultation.

Please consult a health professional before starting any SheRunz program.

13. Reputation & Conduct

By participating in any SheRunz retreat, event, or coaching service, you agree not to engage in any conduct that could bring SheRunz into disrepute. This includes, but is not limited to, making defamatory, misleading, or harmful statements about SheRunz, its team, or other participants—whether in person, on social media, in traditional media, or in public forums. SheRunz reserves the right to take legal action in cases of defamation, slander, or any action that damages the reputation or integrity of the organisation.

14. Fitness, Readiness & Medical Clearance

Participants are responsible for ensuring they are fit, healthy, and adequately prepared—physically, mentally, and emotionally—for the activities involved in their chosen retreat, event, or coaching service. This includes the ability to manage:

- Extended hikes or runs
 - Physical challenges
 - Exposure to varying environments, temperatures, cultures, and altitudes
- Participants may be required to provide **medical clearance** from a healthcare professional prior to attending certain activities. Failure to disclose relevant health concerns or undertake adequate preparation may result in removal from the retreat or activity, without refund.

15. Agreement & Acknowledgment

By making any payment to SheRunz, you confirm that you have read, understood, and agreed to these Terms & Conditions.

If you have any questions, please contact info@sherunz.org prior to booking.