

Fritton Lake Retreats & Events - Terms & Conditions (2026)

Last updated: November 2025

These Terms & Conditions (“T&Cs”) apply to all retreats, events, workshops, and stays (“Retreat”) hosted at Fritton Lake, including accommodation booked as part of the Retreat. By booking or attending a Retreat at Fritton Lake, you agree to these T&Cs.

1. BOOKINGS & PAYMENT

1.1 Booking Confirmation

A booking is considered confirmed only when:

- You have submitted all required information,

- Paid the required deposit or full balance,

- Received written confirmation from Fritton Lake or the retreat organiser.

1.2 Booking Conditions

Increasing your attendee numbers after booking is subject to availability and may result in additional charges.

1.3 Deposit

A non-refundable deposit (amount specified at time of booking) is required to secure your stay, retreat, event.

1.4 Balance Payments

Full payment is due four weeks before arrival, within this time frame full payment is required, and non-refundable.

If payment is not received by this deadline, your place may be cancelled and your deposit forfeited.

1.5 Group Bookings

The person making a group booking accepts responsibility for all guests in the party and must ensure all attendees comply with these T&Cs.

1.6 Resort Access

Access to the Fritton Lake Club facilities are reserved for members and staying guests only.

Non-members attending a day retreat or corporate event may be granted temporary club access for an additional fee, considered on a case-by-case basis.

2. CANCELLATIONS & REFUNDS

2.1 Guest Cancellations and Transfers

All special offers are fully non-refundable or transferable.

2.3 Event Cancellation by Fritton Lake

If we must cancel or significantly alter a Retreat due to circumstances beyond our control (e.g., extreme weather, venue closure, illness of facilitator, safety issues), we will:

- Offer alternative dates or

- Provide a refund of monies paid (excluding any third-party costs).

- We are not liable for travel expenses, loss of earnings, or any other costs incurred by guests.

3. ACCOMMODATION

3.1 Check-In & Check-Out

Lodges & Cottages

- Check-in: From 16:00 (unless otherwise agreed)

Check-out: By 10:00 (unless otherwise agreed)

Clubhouse Rooms

Check-in: From 14:00 (unless otherwise agreed)

Check-out: By 10:00 (unless otherwise agreed)

3.2 Room Allocation

We reserve the right to reassign rooms or lodge types of an equal or higher standard if necessary.

3.3 Use of Accommodation

Guests must:

Keep accommodation clean and tidy,

Report any damages immediately,

Use appliances and facilities safely,

Refrain from moving furniture or using items for purposes other than intended.

3.4 Damage & Loss

Guests are financially responsible for:

Damage to property or furnishings,

Extra cleaning required due to misuse,

Loss of keys or access cards.

In the event of the above happening a charge may be applied to the payment method on file.

4. FOOD, ALLERGIES & WELLBEING

4.1 Food & Beverage

All food and beverages must be purchased on-site unless otherwise agreed in writing.

External catering or food suppliers may only be used with prior approval from Fritton Lake.

Guests staying in self-catering lodges may prepare their own meals within their accommodation.

4.2 Dietary Requirements

All dietary needs must be communicated at least 14 days before arrival.

While we take great care, we cannot guarantee an allergen-free environment.

4.3 Medical Conditions

Guests are responsible for informing organisers of any relevant medical conditions. Retreats that may include physical activity; attendance is at your own discretion and risk.

4.4 Responsibility for Personal Health

By participating in any activity, you confirm that:

You are fit and able to take part,

You take full responsibility for your physical and mental wellbeing,

You will stop participating if you feel unwell or unsafe.

Organisers and facilitators cannot be held responsible for injuries or health outcomes unless caused by proven negligence.

5. RETREAT ACTIVITIES & BEHAVIOUR

5.1 Participation

All activities are optional. You join at your own risk and agree to follow instructions from facilitators for your safety.

5.2 Code of Conduct

Guests must behave respectfully towards:

Other guests,

Staff and facilitators,

Facilities and environment.

Disruptive, aggressive, or unsafe behaviour may result in removal from the Retreat with no refund.

5.3 Outdoor & Waterside Activities

Fritton Lake includes natural environments and open water areas. Guests must:

Use all facilities responsibly,

Follow safety signage and staff instructions,

Be aware that swimming is entirely at your own risk. The lake & pool is not supervised, and no lifeguards are on duty at any time (unless organised through the retreat)

6. TRAVEL & INSURANCE

6.1 Travel Arrangements

Guests are responsible for their own travel arrangements.

We strongly recommend allowing adequate time for arrival and departure.

6.2 Insurance

We strongly advise guests to have:

Travel insurance,

Cancellation insurance,

Health or activity-related cover where relevant.

7. PERSONAL BELONGINGS

We are not responsible for loss, theft, or damage to personal property.

Valuables should not be left unattended in accommodation or shared spaces.

8. MARKETING, PHOTOGRAPHY & MEDIA

8.1 Marketing by Retreat Organisers

Retreat organisers are responsible for creating and managing their own marketing materials.

Any marketing content - written, visual, or digital that references Fritton Lake or includes images, video, or identifiable features of the Fritton Lake site must be approved in writing by Fritton Lake before publication.

Fritton Lake may request changes to ensure accuracy, brand protection, or appropriate site representation.

8.2 Organiser Photography & Videography

Photos and videos may be taken by the retreat organiser and/or Fritton Lake during the Retreat for promotional and documentation purposes.

If you do not wish to appear in any promotional photography or videography, you must inform the retreat organiser before the Retreat begins.

8.3 Guest Photography

Guests may take personal photos during the Retreat; however, they must:

- Respect the privacy and comfort of others,

- Obtain explicit consent before photographing or filming other guests, staff, or facilitators,

- Avoid sharing identifiable images of others on social media or online platforms without permission.

9. WEATHER, FORCE MAJEURE & ENVIRONMENT

9.1 Weather & Force Majeure

Fritton Lake is set within natural surroundings, which may be affected by:

Weather conditions,

Wildlife,

Seasonal changes,

Unpredictable natural events.

We may modify activities or access to areas for safety.

We are not liable for cancellations or disruptions resulting from events beyond our reasonable control ("Force Majeure").

9.2 Environment Responsibility

Fritton Lake is committed to protecting the environment. Dedicated waste points for general waste, recycling, and dog waste are located throughout the resort. A map showing these locations is provided at check-in.

Guests are required to remove all rubbish from their accommodation upon departure and to dispose of it correctly using the designated waste stations.

Fritton Lake reserves the right to apply a cleaning or waste-removal fee if rubbish is not disposed of appropriately.

10. PRIVACY & DATA PROTECTION

Your personal data will be stored securely and used only for administration of your booking, communication about the Retreat, and legal compliance.

Data will not be shared with third parties except where required to deliver services (e.g., catering, instructors).

11. GENERAL

These T&Cs apply to all attendees regardless of payment arrangements.

We reserve the right to update these T&Cs at any time, with notice provided for upcoming Retreats.

By booking and attending your stay at Fritton Lake, you confirm that you have read and accepted these Terms & Conditions on behalf of yourself and all attendees you represent.