RAW MELANIN RETREAT

Booking Terms & Conditions

By booking a place on the Raw Melanin Retreat (“the Retreat”), you confirm that you have read, understood and agreed to the following Terms & Conditions.

1. Retreat Package

The Raw Melanin Retreat is a 7-night wellness experience based at Royal Sankofa Estate in The Gambia.

The retreat package is intended to include:

- 7 nights' accommodation at Royal Sankofa Estate
- Raw food and vegan-inspired meals
- Fresh juices and raw snacks
- Coconut water
- Daily yoga and guided meditation
- Raw food meal-preparation demonstrations
- Gut health workshops
- Wellness/spa experience
- Beach experience
- Planned excursion to Senegal
- Welcome gift
- VIP airport service

The exact programme, activities, facilitators, excursions and timings may be subject to change due to circumstances beyond the organisers' reasonable control.

2. Flights

International flights are not included in the retreat price.

Guests are responsible for arranging and paying for their own flights and ensuring that their arrival and departure arrangements are compatible with the retreat dates and any airport transfer arrangements.

The organisers are not responsible for additional costs arising from flight cancellations, delays, missed connections or changes to a guest's travel arrangements.

3. Booking & Payment

Your place is not confirmed until the required deposit or booking payment has been received.

Any deposit amount and payment schedule will be clearly communicated at the point of booking.

Where an instalment plan is offered, all payments must be made by the specified due dates.

Failure to make payments by the agreed dates may result in your booking being cancelled and any monies already paid being subject to the applicable cancellation terms.

The full retreat balance must be paid by the final payment deadline communicated at the time of booking.

4. Cancellations by Guests

All cancellation requests must be submitted in writing.

Deposits are **non-refundable**, except where otherwise required by applicable law.

Any additional refund will depend upon how far in advance of the retreat the cancellation is received and any non-recoverable costs already committed on the guest's behalf.

Guests are strongly advised to purchase appropriate travel insurance as soon as their booking is confirmed, including appropriate cancellation cover.

5. Cancellation or Changes by the Organisers

In exceptional circumstances, it may be necessary to change, postpone or cancel part or all of the Retreat.

Where a significant change is necessary, guests will be informed as soon as reasonably possible.

The organisers reserve the right to substitute activities, facilitators, accommodation arrangements, excursions or elements of the programme where reasonably necessary.

Where the Retreat itself is cancelled by the organisers, the options available to guests will be communicated in accordance with the booking arrangements and applicable law.

The organisers will not be responsible for losses relating to independently booked flights, additional accommodation or other travel arrangements except where liability cannot legally be excluded.

6. Passports, Visas & Entry Requirements

Guests are responsible for ensuring they hold a valid passport and satisfy all immigration, visa, vaccination, health and entry requirements applicable to their individual circumstances.

Guests participating in the planned Senegal excursion are also responsible for ensuring they meet the applicable entry and re-entry requirements for travel between The Gambia and Senegal.

Requirements may vary according to nationality and can change. Guests should obtain current official travel advice before departure.

Failure to obtain the necessary documentation does not entitle a guest to a refund.

7. Travel Insurance

Comprehensive travel insurance is **strongly recommended** for all guests.

Your policy should provide appropriate cover for your circumstances, which may include:

- cancellation or curtailment;
- medical treatment and emergencies;
- repatriation;
- loss or theft of belongings;
- travel disruption;
- excursions; and
- the wellness and physical activities you intend to participate in.

Guests are responsible for checking that their chosen policy provides suitable cover.

8. Health, Fitness & Wellness Activities

The Retreat includes activities such as yoga, meditation, wellness sessions and dietary experiences.

Guests participate in activities voluntarily and are responsible for deciding whether an activity is appropriate for them.

You should seek appropriate medical advice before travelling or participating if you have an existing medical condition, injury, allergy, pregnancy, dietary requirement or other circumstance that may affect your participation.

Guests must inform the organisers in advance of any relevant allergies or dietary requirements so reasonable efforts can be made to accommodate them.

The Retreat and its workshops are intended for general wellbeing and educational purposes and are not a substitute for professional medical diagnosis, treatment or advice.

9. Food & Dietary Requirements

The Retreat focuses on raw foods and vegan-inspired meals.

Guests should notify the organisers of allergies, intolerances and significant dietary requirements before travelling.

While reasonable efforts will be made to accommodate dietary requirements, the organisers cannot guarantee a completely allergen-free environment.

10. Excursions & Activities

Excursions and activities may be affected by weather, transport availability, local conditions, safety considerations or circumstances outside the organisers' control.

The organisers reserve the right to modify, substitute or cancel an activity where reasonably necessary for operational or safety reasons.

11. Airport Service

Airport collection/service will operate according to the arrangements communicated to guests.

Guests must provide accurate flight information by the requested deadline.

Changes, delays or missed flights should be communicated to the Retreat team as soon as possible. Additional transport costs resulting from significant changes to a guest's original travel arrangements may be the responsibility of the guest.

12. Guest Conduct

The Raw Melanin Retreat is intended to provide a safe, respectful and positive environment for all participants.

Guests are expected to behave respectfully towards other guests, staff, facilitators and members of the local community.

Threatening, abusive, discriminatory, dangerous or seriously disruptive behaviour will not be tolerated.

The organisers reserve the right to ask a guest to leave the Retreat where their behaviour creates a serious risk to the safety, wellbeing or enjoyment of others. In such circumstances, refunds may not be available and onward travel costs may be the guest's responsibility.

13. Personal Belongings

Guests are responsible for their own money, passports, electronic devices, luggage and other personal belongings.

Guests should use available security facilities where appropriate and ensure valuables are adequately covered by their travel insurance.

14. Photography & Media

Photography and filming may take place during the Retreat for promotional and documentary purposes.

Where images or recordings clearly identify individual guests, appropriate consent will be sought where required.

Guests who do not wish to appear in promotional photography or video should inform the organisers.

15. Personal Responsibility

International travel and participation in excursions and physical activities involve inherent risks.

Guests are responsible for following reasonable safety instructions provided by Retreat staff, accommodation providers, facilitators and excursion operators.

Nothing within these Terms & Conditions excludes or limits liability where doing so would be unlawful.

16. Circumstances Beyond Our Control

The Retreat may be affected by circumstances outside the reasonable control of the organisers, including severe weather, natural disasters, government action, border restrictions, civil disruption, epidemics, transport disruption or other extraordinary events.

Where such circumstances occur, the organisers will take reasonable steps to communicate with guests and manage the impact on the Retreat.

17. Personal Information

Personal information supplied during the booking process will be used for purposes connected with administering and delivering the Retreat.

Certain information may need to be shared with accommodation providers, transport providers, activity providers or other suppliers where necessary to fulfil the booking.

Personal information will be handled in accordance with applicable data protection requirements.

18. Complaints

If you experience a problem during the Retreat, please notify a member of the Retreat team as soon as possible so that there is an opportunity to address the matter during your stay.

Any formal complaint following the Retreat should be submitted in writing with sufficient details for the matter to be investigated.

19. Acceptance of Terms

By paying a deposit, making a booking or paying for the Retreat, you acknowledge that you have read, understood and accepted these Terms & Conditions.

You are responsible for ensuring that you understand the travel, payment, cancellation, health and documentation requirements associated with your booking.

Raw Melanin Retreat
Royal Sankofa Estate, The Gambia

Last updated: October 2026