

FAQ's

- **What if we need to cancel our booking?** – If for some reason your retreat has to be cancelled, the deposits received are non-refundable. However, you have 12 months from the date of cancellation to use your deposits towards a personal vacation or transfer to your friends & family at Absolute Sanctuary
- **Is it possible to provide another fitness option for the anyone who doesn't want to do pilates?** le can they use the weights in the gym ,or a credit to exclude pilates? The group Pilates classes cannot swap or credit to something else but guest can use our gym (fitnes) during stay. For the 2x Private Pilates session, we can swap you to 2 x Private Fitness session instead please let us know prior to arrival.
- **Is alcohol permitted on the premises?** We are non alcohol and non smoking hotel. If you want to drink some alcohol, you can but only can in your rooms. You can't drink in any other places of the hotel.
- **Do you allow smoking?** We are a non smoking hotel. if guest cannot stop smoking during stay, we have assigned the smoking area for them. Please note smoking in the room will be fined 10,000 baht for deep cleaning.
- **Do you cater for various Dietary requirements?** Yes, you can let us know the Dietary requirements for arrival.
- **Can our Attendees upgrade their rooms?** – Yes you can upgrade accommodation to either Sanctuary Suite – Sanctuary Deluxe seaview – Sanctuary Deluxe. Please let Natalie know and she will request a new accomodation quote based on your selection. Please confirm upon booking that you wish to upgrade to avoid disappointment.
- **How many people are you expecting to attend?** We have reserved and confirmed our prices for 15 people to attend the 7 day wellness retreat. Should we exceed this number of attendees we can request additional rooms.
- **Does this package include Airfares?** No you are responsible for your airfares, all insurances and taxes associated with your travel and accommodation. Please note prices are subject to change at the final balance stage, based on final currency fluctuation and taxes.
- **Do we have to dine together?** No you are free to schedule your own meals.
- **Are we free to schedule or own meal times and activities?** Yes, aside from the group fitness activities and the wellness workshops with Natalie, you are free to schedule your own activities as your own holiday

Visit <https://www.absolutesanctuary.com/faq/> for more information about the Wellness program.

Visit <https://www.backtolifestudio.com.au/legals> to view our T&Cs and Privacy policy.

