Educational Escapes Terms & Conditions

Date Created: 7 March 2026 | Last Updated: 15 November 2026

1. Definitions and Application

In these Terms and Conditions:

- "The Company" means Starling Health Collective
- "Escape" means the retreat experience described on The Company's website or booking materials under "Starling Health Collective Escape".
- "Participant" or "You" means any individual who books or attends an Escape.
- "Commencement Date" means the published start date of the Escape.

1.1 These Terms and Conditions apply only to Escape services and do not govern other services offered by Starling Health Collective, which are subject to separate terms available on The Company's website.

2. Booking and Acceptance

2.1 A booking request constitutes an offer to participate in the Escape.

2.2 A booking is confirmed only once The Company has received the required payment in accordance with Section 3 and issued with written confirmation.

2.3 By booking, you confirm that you have read, understood and agreed to these Terms and Conditions and all policies referenced herein.

3. Payments

3.1 Escape fees are as set out on the relevant booking page and in participant materials.

3.2 Bookings close 3 months prior to the Commencement Date (date to be confirmed for each Escape) unless otherwise advised. Pending approval, The Company may consider bookings outside this timeframe to better align with professional development funding budgets and timelines. Please contact The Company at starlinghc@outlook.com or www.starlinghc.com.au/contact-us to discuss further.

3.3 Prices are stated in Australian Dollars unless otherwise indicated. Unless otherwise stated, all prices listed for the Escape are exclusive of Goods and Services Tax (GST). Where GST is applicable, it will be added to the price and clearly shown on the Participant's invoice in accordance with Australian Taxation law.

3.4 Payment is split over 3 payments to reduce budget impact:

Payment 1: Deposit (payable on Starling Health Collective's website).	Early Starling Deposit Due: Before 16/10/26 Standard Deposit Due: Immediately (to secure spot)
Payment 2: Accommodation (payable to Eight Willows Retreat)	Resilience in Practice March 2027 Escape Due: 9/12/26
Payment 3: Escape balance (payable to Starling Health Collective)	Resilience in Practice March 2027 Escape Due: 23/1/27

3.5 Payments 1 and 3, made directly to The Company, are for the provision of all other Escape services and inclusions, including planning, coordination, facilitation, administration, meals and activities, and other associated operational costs.

3.6 Failure to complete payments in accordance with agreed timelines may result in cancellation of the booking and reallocation of the place at The Company's discretion. Where The Company cancels a booking under this clause, the cancellation is treated as a cancellation by the Participant on the date of cancellation, and any refund is determined in accordance with clause 4.2.

4. Cancellations, Refunds and Changes

4.1 The Company may cancel an Escape prior to the Commencement Date due to insufficient participation, safety concerns, or other operational reasons (in each case other than a Force Majeure Event). In such cases, any Escape fees paid to The Company will be refunded. The Company is not responsible for any additional costs incurred by Participants (including travel or insurance). Cancellation, delay or modification of an Escape due to a Force Majeure Event is governed by Section 6.

4.2 Cancellation by the Participant (prior to the Commencement Date) must be submitted in writing to starlinghc@outlook.com Refund eligibility is determined as per the schedule below:

Payment 1 Deposit:	Non-refundable (unless ticket is transferred to new participant)
Payment 2 Accommodation:	Refunds are subject to the Terms provided by Eight Willows Retreat at the time Participants pay their accommodation fee to Eight Willows Retreat
Payment 3 Escape balance:	Full refund >30 days prior to the Escape 50% refund 14 - 30 days prior to the Escape No refund 0-13 days prior to the Escape

4.3 No refunds are available once the Escape has commenced, including where a Participant chooses to leave early or is excluded under Section 7.

4.4 Where a Participant chooses to cancel their Escape booking, The Company will take reasonable steps to rebook the place on behalf of the Participant but does not guarantee this outcome.

4.5 Participants may propose a replacement participant. Acceptance is at The Company's discretion and subject to the replacement participant agreeing to these Terms and Conditions. A full refund of fees paid to The Company (including deposit) will be offered once the replacement participant has paid in full.

4.6 The Company reserves the right to make reasonable changes to itineraries, activities, facilitators, locations, or inclusions due to safety, availability, weather, third-party providers, a Force Majeure Event, or operational requirements. Such changes do not give rise to refund rights.

4.7 Where a Participant is unable to attend the Escape due to a Force Majeure Event affecting the Participant, the Participant must notify The Company in writing as soon as practicable. The Company will take reasonable steps to rebook the place in accordance with clause 4.4. If the place is rebooked and paid in full by a new participant, fees paid by the Participant to The Company (including the deposit) will be refunded in full. If the place is not rebooked, the schedule in clause 4.2 applies.

5. Accommodation and Transport

5.1 Accommodation fees are payable directly to the accommodation provider unless otherwise stated. Chalet/room allocations will be provided approximately one week prior to the accommodation payment date.

5.2 If Participants are travelling with friends or colleagues and would like to share a chalet with someone specific, the participants must notify The Company via email to starlinghc@outlook.com at the time of booking to ensure their request can be met.

5.3 Whilst The Company will make every effort to meet accommodation preferences, Participants accept that this may not always be possible.

5.4 The Company may coordinate accommodation arrangements and room allocations but is not responsible for venue maintenance, utilities, or third-party service standards.

5.5 Any costs incurred by The Company arising from damage to accommodation or venue property caused by a Participant may be invoiced or charged to the responsible Participant, including but not limited to furniture, equipment, facilities or grounds

5.6 Coach transfers are included from the commencement point of the Escape, through to and including an optional transfer to Perth Domestic Airport on the final day of the Escape (timed to meet departures from the Virgin Flight to Melbourne at 17:55 onwards), including all scheduled transfers during the Escape period, to attend activities organised by Starling Health Collective. Transport, and any associated costs, to arrive to the meet up point for the commencement of the Escape are the responsibility of Participants. South West Coach Lines operate direct transfers from Perth Domestic Airport to Busselton, which are bookable via their website up to 12 weeks prior to travel. Enquire for their planned schedule in advance on (08) 9753 7700. Visit southwestcoachlines.com.au for further information. Where participants have chosen to arrive/depart on different days or times, and by different means, or have selected alternative activities to those scheduled by The Company, they do so at their own cost and liability.

6. Force Majeure and Travel Insurance

6.1 The Company is not liable for delay, modification or cancellation of the Escape due to events beyond its reasonable control, including but not limited to natural events, government restrictions, strikes, pandemics, or third-party failures (each a "Force Majeure Event").

6.2 Where an Escape is delayed, modified or cancelled due to a Force Majeure Event, Participants bear all resulting losses and costs, including non-recoverable travel, accommodation, insurance and other expenses. Escape fees paid to The Company are non-refundable in these circumstances, and no credit or compensation is payable by The Company. Where The Company recovers funds from third-party providers in connection with the affected Escape, it will pass on the recoverable portion to Participants. Nothing in this Section limits any rights Participants have under applicable law.

6.3 Travel insurance is not included within the Escape fees, however is strongly recommended for Participants, including those attending the Escape from within their own State, to cover cancellations, medical expenses and travel disruption.

6.4 Participants acknowledge that, under clause 6.2, they bear the losses and costs arising from a Force Majeure Event, and that travel insurance may not cover all such losses. Participants are responsible for checking the scope of their own policy.

7. Conduct, Safety and Alcohol

7.1 Participants must behave respectfully toward others, facilitators, staff, venues, and the local community.

7.2 Disruptive, unsafe, or inappropriate behaviour may result in immediate removal from the Escape without refund.

7.3 Alcohol consumption must comply with venue rules and Responsible Service of Alcohol (RSA) requirements. The Company may intervene if consumption impacts the safety or wellbeing of participants.

8. Health, Fitness and Medical Matters

8.1 Participants warrant they are physically and mentally fit to participate.

8.2 Participants are responsible for managing their own medical needs and expenses.

8.3 In a medical emergency, Participants authorise The Company to take reasonable action in good faith for their safety.

9. Images, Media and Social Media

9.1 The Company may capture photographs, audio or video during the Escape for marketing and promotional purposes.

9.2 By attending, Participants consent to such use unless they notify The Company in writing prior or during the Escape.

9.3 Subject to clause 11.3, Participants must not record or share content involving other Participants without consent.

10. Indigenous Cultural Activities

10.1 The Escape may include Indigenous-led cultural activities.

10.2 Participants agree to engage respectfully and comply with any cultural protocols, including restrictions on recording or photography.

11. Intellectual Property and Confidentiality

11.1 All materials provided as part of the Escape, including but not limited to presentations, handouts, frameworks, exercises and digital resources, remain the intellectual property of The Company.

11.2 Materials are provided to participants for personal educational use only and may not be reproduced, distributed, shared, published, or used for commercial purposes without prior written permission from The Company.

11.3 Participants must not record (audio, video, or photographic) any part of the Escape without prior permission.

11.4 Participants agree to respect the confidentiality of other participants and must not disclose any personal, professional, or clinical information shared during the Escape outside the group.

12. Disclaimers

12.1 The Escape is an educational and professional development event and does not constitute medical, legal, psychological, or mental health treatment.

12.2 Where Group Traumatic Episode Protocol (G-TEP) EMDR exercises are offered, participation is voluntary and provided for educational or experiential learning purposes only.

12.3 Participants are responsible for determining whether participation in such exercises is appropriate for them and should only work on material that is professionally relevant and unlikely to cause significant personal distress.

12.4 Participants remain responsible for their own wellbeing during the Escape and are encouraged to seek appropriate professional support outside the Escape if required.

13. Governing Law

13.1 These Terms are governed by the laws of Victoria, Australia.

14. Amendments

14.1 These Terms may be updated from time to time for operational, legal or insurance-related reasons. Where changes occur after booking, updated Terms may be provided for Participant reconfirmation.