



# Resolution **Retreats**

Inspiring Women

Since 2012

Travelling

GETTING HERE!

The Experience

WHAT TO EXPECT

Our People

MEET OUR TEAM

Firstly, thank you for booking on our upcoming retreat.

Here are the details of the retreat:

Retreat Length	3 days, 2 nights
Retreat Inclusions	<ul style="list-style-type: none"> <li>❖ Three days accommodation on-site (excl day stay)</li> <li>❖ Nutritious and delicious meals for three days</li> <li>❖ Nutritionist-designed personal meal plan (while on Retreat)</li> <li>❖ Daily Yoga sessions</li> <li>❖ Daily training sessions with a Personal Trainer</li> <li>❖ Educational workshops, including nutrition, anatomy, and food labels</li> <li>❖ Cooking classes and workshops</li> <li>❖ 45 minute Luxury Facial and Skin Health Consultation.</li> <li>❖ Full-time facilitator support</li> <li>❖ Goody bag on arrival</li> </ul>
Accommodation	Ridge Country Retreat 300 Rocky Cutting Road Tauranga
Room details	Room number yet to be determined

Please take the time to read through the details of this document, including the Retreat terms and conditions. Feel free to contact us if you have any questions which aren't answered within.

## Your Retreat Facilitators

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Meet Casey Mackwell, Joanne Andrews, and Joelene Ranby the Facilitators for our Retreats. It is their role as the Retreat Facilitators to ensure the Retreat runs smoothly and be the 'glue' for the group. They will ensure that you have everything you need and are available at any time, day or night. If you have a headache and need a painkiller – they are the ladies to call.

When these special ladies are not taking you through a sunrise Yoga class, you can find them in the kitchen whipping up innovative nutritious meals for the ladies on our Retreats to enjoy.

Casey and Joanne are highly motivated weight loss and health coaches. Qualified Personal Trainers, they have each been through their own health journey and have personal experience with learning to live a balanced lifestyle focused around physical activity and a great relationship with nutritious food. Just ask Jo about her famous Cauliflower Pizzas and Chickpea Cookies!

Casey and Joanne are highly motivated weight loss and health coaches. Qualified Personal

Whilst Joelene's passions are cooking, Yoga and personal development in all forms after a personal health journey saw her lose almost 20kg and redefine her lifestyle. For fun, you will find Joelene conjuring up delicious food for herself and others at her Pukehina Beach home. "I cook food that is healthy and will inspire your taste buds and make you excited to get into the kitchen yourself" says Joelene. "I live by the 80/20 rule and eat clean most of the time, but I'm by no means perfect and I think that's something our ladies can relate to".

You can contact Casey or Joelene at any time before the Retreat if you have any questions.

Phone: 0800 473 873 (0800 4 RETREAT)

Email: [casey@resolutionretreats.co.nz](mailto:casey@resolutionretreats.co.nz) or [joelene@resolutionretreats.co.nz](mailto:joelene@resolutionretreats.co.nz)

## Accommodation

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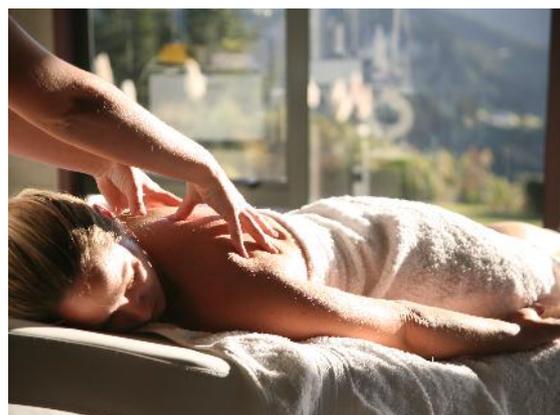
The Retreat is to be held at the Ridge Country Retreat centre, in the peaceful and serene hills behind Mount Maunganui amongst 35 acres of lush native bush. This Retreat centre is so unique, and its facilities are perfect to ensure our ladies have the space to relax during their stay with us. We know you will just love it.

The Retreat centre is the epitome of serenity, as well as being environmentally friendly and designed encompassing the four elements of earth, air, fire, and water. All water on the site is from a natural underground spring, and is chemical-free.



Facilities on the Retreat available for use by our guests are: outdoor pool (heated during the cooler months), outdoor Jacuzzi – heated to 40 degrees; bush walks and wireless internet access. DVDs (there will be optional movie nights on the Retreat), board games, books, magazines, and, of course, great company will be on offer. There is also a beautiful golf course just up the road, if you play golf (green fees additional).

Included in the Retreat cost is a 45 minute Luxury Facial and Skin Health Consultation with our Beauty Therapist. However, pampering is a big part of relaxing so we offer a range of additional treatments at very affordable prices. We will email you a link to the online therapy menu and one will also be available when you arrive at the retreat. Additional treatments are subject to availability and Retreat scheduling restrictions. If you would like any additional treatments, please let your Retreat Facilitator know as soon as possible as the beauty schedule fills up very quickly. Additional beauty treatments are invoiced at the conclusion of the retreat and are payable by credit card, bank transfer or cash.



There are clothes washing facilities on-site for your use at any stage. This is self-service, and eco-friendly detergent is provided.

Facilities provided in each room include (excl day stay) king size bed (singles in twin shared rooms), television, bathtub or Jacuzzi, shower, beauty products – body wash, shampoo, conditioner, hand cream, luxurious linen, towels and facecloths, hair dryer, an iron and a clothes drying rack.

The rooms on the Retreat are just so divine that you will probably not want to leave, however, we do encourage guests to join us in the main living area by the open fire, to relax and get to know the other ladies – building relationships and support networks is a big part of Resolution Retreats' values.



## **Getting to the Retreat**

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When you arrive at the Retreat gates, press the entry button on the intercom, let us know who you are, and someone will buzz open the gate.

There is plenty of parking behind the main building. Someone will greet you and show you to your room.

Directions to Ridge Country Retreat can be found using Google maps. The address is:

Ridge Country Retreat  
300 Rocky Cutting Road  
Waitao 3175

For those that don't use Google Maps, here is a brief summary:

*Driving from Hamilton (State Highway 29)*

As you come down the Hill from Tauriko towards Tauranga you go through all four roundabouts and turn right at Welcome Bay (5th roundabout). The Retreat is 11 km from that roundabout. Once you are out in the country Rocky Cutting Road is the third road on the right. The Retreat is 3km up Rocky Cutting Road, on the right (look for the sign and wooden gates – Ridge Country Retreat).

*Driving from New Plymouth*

Head north and at Kihikihi follow signs to Cambridge then follow signs to Tauranga. As you come down the hill from Tauriko towards Tauranga you go through all four roundabouts and turn right at Welcome Bay (5th roundabout). The Retreat is 11 km from that roundabout. Once you are out in the country Rocky Cutting Road is the third road on the right. The Retreat is 3km up Rocky Cutting Road, on the right (look for the sign and wooden gates – Ridge Country Retreat).

*Driving from Auckland or Coromandel (State Highway 2)*

Follow the motorway in from Bethlehem but do not take any off ramps. You will travel through two sets of lights and then make your way over an estuary and will turn right at the Maungatapu roundabout and then left at Welcome Bay roundabout. The Retreat is 11 km from that roundabout. Once you are out in the country Rocky Cutting Road is the third road on the right. The Retreat is 3km up Rocky Cutting Road, on the right (look for the sign and wooden gates – Ridge Country Retreat).

*Driving from Wellington through Rotorua (State Highway 2)*

Heading from Te Puke you travel towards Mt Maunganui and will turn left at Welcome Bay Road. Rocky Cutting Road is the second road to your left. The Retreat is 3km up Rocky Cutting Road, on the right (look for the sign and wooden gates – Ridge Country Retreat).

Please drive safely! If you have any trouble finding the Retreat, please just give us a call. We are happy to help.

Alternatively, we can arrange airport pick-up. If this is necessary, please let us know in advance.

## Getting Started

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On the first day, we ask that you arrive between 9.00am and 9.30am. We will get started by making introductions over a cuppa and showing you around the Retreat. Please arrive in your workout clothes. We have included a draft daily schedule with this information pack. Please note some of these dates and times may change as we get closer to the Retreat date. We will send you an updated version seven days before the Retreat commences. A detailed timetable will also be provided to you when you arrive so you can plan your days.

We realise that guests may be a little apprehensive arriving on their first day – not knowing what to expect, meeting new people etc. You will not be the only person feeling this way, but we are very good at helping people relax, so try not to worry!

## Food and Nutrition

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Your meal plan whilst on the Retreat will be designed by a Nutritionist, with your specific weight and health goals in mind. Food will be cooked on-site in accordance with this meal plan. Any specific dietary requirements will obviously be strictly adhered to.

While you're on the Retreat you will likely be eating quite differently to how you have in the past. We are trying to re-calibrate the way you think and feel about food. We eat often. We eat good, quality food. You will not go hungry, and you will certainly not be living on lettuce and water while you're on our Retreats! (Sigh of relief? ... Ahhhhhh).

We avoid coffee, alcohol and other stimulants while you're with us and we ask that you drink a minimum of three litres of water during the Retreat – this assists the detoxification and weight loss process. The water at the Retreat is directly from an underground spring, is absolutely delicious, natural and chemical-free.

Most evenings we have a cooking workshop before dinner. We understand that everyone is at different levels of experience and confidence in the kitchen. Some ladies like to get their hands dirty and get involved as part of the learning process. Others prefer to sit back and watch. We encourage you to do whatever you're comfortable with, or whatever is best for you.



## Exercise

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What sets Resolution Retreats apart from other programmes is that we believe exercise should be fun, and should be sustainable when you return home. We are not a 'boot camp' and do not offer the 'boot camp' style of exercise on our Retreats. The amount of exercise we suggest is to ensure that you will improve your health and fitness, but also not leave the Retreat feeling exhausted; but instead revitalised and rejuvenated. Everybody will be at

different levels of fitness, and our Personal Trainer will take into consideration your current level of fitness, and your health and fitness goals when setting exercises for you.

Daily Yoga sessions will be between 1 – 1 ½ hours long, with mediation or Yoga Nidra (a state of conscious deep sleep for extreme relaxation and subtler spiritual exploration) at the conclusion. The Yoga practiced on the Retreat is Ryoho yoga. Ryoho is an oriental practice that's all about healing. It's a gentle form of Yoga where we work with organ functions and harmonising the meridians to create health and wellbeing. Finishing a Ryoho class, you will



feel energised, open and you will not be able to stop smiling. Everybody on the Retreat will have had various levels of experience with Yoga and will be at different confidence levels. Variations will be offered for those who are less comfortable in the poses - the exercises are to be enjoyed. Yoga mats are provided, but feel free to bring your own along if you prefer.

There are additional physical activities available such as bush walks, swimming, etc. There is also some basic gym equipment available on-site.

## Outings

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Included in the Retreat cost may be a number of retreat outings (dependant upon your Part of the beauty of coming away on retreat with us is the seclusion and escape from temptation. If you wish to go exploring the local area, depending upon your retreat length, we schedule a number of optional group outings during the second half of the retreat (once the coffee cravings have subsided!). We would prefer you to head out with a group of three or more guests to avoid temptation, and be sure to let your facilitator know! Those guests who want to attend these outings will normally get into groups and link in with someone in the group who brought a vehicle and is happy to take it into town. Please note the cost of optional or additional outings or activities are not covered within the retreat cost.

We love to get out and about, on adventures from the retreat. In your retreat schedule may be a group outing (dependent upon your retreat length) where the whole group heads out for a day of pre-organised activities, including lunch. Rest assured we cover the cost of a lovely lunch and any other activities on this trip

## Closing Circle

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Unfortunately all good things must come to an end, but you are going to leave, looking great and feeling amazing, armed with new knowledge about yourself, health, nutrition,



exercise, and with new friends. The final day on the retreat concludes at 4.30pm after a group discussion and closing circle. The facilitators will leave shortly after the closing circle, however you're welcome to stay in your room until 6pm. The last day on the Retreat is not the traditional 'check out at 10am' situation. You will have your rooms until you leave in the afternoon with all the usual access to towels and the resort facilities. Make the most of the time, and treat it like just another day with us.

You will be asked to fill in an evaluation form of your time with us. This is so that we can continue to learn, and grow and keep improving these amazing experiences for future women.

We do encourage our guests to stay until the closing circle, however, we understand the distance some people travel to be with us, and the travel time challenges some face. If you do need to leave early to get on the road or to catch a flight, just let us know.

### **Additional Accommodation**

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If you are travelling from out of town and would like to stay in Mount Maunganui the night before or the night after the retreat, we recommend the [Pacific Apartments](#) or [Oceanside Apartments](#) in Mount Maunganui. They are lovely apartments with a range of room types, close to the Mount walking tracks and only 10 minutes drive from Tauranga airport. We're happy to arrange transfers to the retreat from either of these apartments if you are travelling from out of town – just let us know.

### **Day-Stay Package**

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If you have booked the day-stay package, you will be able to enjoy all the inclusions on the retreat excluding the overnight accommodation and weight loss guarantee. You'll be joining us each day at retreat, whilst arranging your own overnight accommodation nearby.

On the day stay program, please arrive at retreat each morning for our morning Yoga or fitness class (these normally kick off at 7:10am depending upon the retreat schedule) and leave after dinner (normally 7:30pm). Secure parking is available on-site.

While you're with us, you will enjoy all the daily retreat activities as well as having access to the beautiful retreat facilities to make yourself at home; kick back by the pool, relax in front of the fire in the lodge, or enjoy a good book in the library.

Each day we will have a towel, a bath robe as well as some slippers available for your comfort.

### **Pampering & Relaxation Package Add-On**

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If you have booked our Pampering & Relaxation Package Add On, you will receive all the luxury inclusions of our retreat packages, plus the package will also include one 60 minute luxury spa treatment every day while you're with us. Your facilitator will book a selection of treatment types for you to enjoy.

Please note, we don't want you missing out on any retreat activities so, if the retreat schedule doesn't permit a treatment on a particular day, that treatment will take place on an alternative day, which may result in treatments of longer than 60 mins on any given day. The list of your treatments and treatment times will be provided when you arrive at the retreat.



# Retreat Terms and Conditions

## Payment Options

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Resolution Retreats has a number of payment options, please discuss with us which would be best for you:

- Cash: You may choose to pay the Retreat by cash, a receipt will be provided. The Retreat must be paid for in full by the Retreat start date.
- Cheque: Cheques can be made out and posted (if necessary) to:
  - Resolution Retreats**
  - C/- 710 Pukehina Parade
  - RD 9
  - Te Puke 3189
- Direct credit: You may pay direct into our bank account:
  - New Zealand Customers:**
  - Account Name: Resolution Retreats
  - Bank: Bank of New Zealand, Mount Maunganui
  - Account Number: 02-0452-0046368-000
  - International Customers:**
  - Account Name: Resolution Retreats
  - BSB Number: 020452
  - Account Number: 0046368000
  - Swift Code: BKNZ NZ22
  - Bank Address: 165 Maunganui Road, Mt Maunganui 3116, NZ
  - Business Address: 710 Pukehina Parade, RD 9, Te Puke 3189, NZ
- Lay-by: You may choose to put the Retreat on lay-by. Your place on the Retreat will be held following payment of a \$500 deposit. The balance of the lay-by is required to be completed by the date the Retreat begins.
- Finance: We have a finance facility available, through the great team at Q-Card (Fisher & Paykel Finance). Applications can be made through the Retreat facilitator. Repayment options can therefore be tailored to your individual budget. Resolution Retreats customers receive **six months interest free** using this facility. This facility can also be used in combination with any of the above options.
- Credit Card: We have an online credit card facility available for you convenience if you wish to pay using credit card, fees apply. Credit card is available to pay the initial NZD \$500 retreat deposit through our online booking system with *no additional fees*. If you are wishing to settle the balance of the retreat cost with a credit card (including Visa Debit Card or Mastercard Debit card), please note that a service fee will apply to cover banking charges. The current fee is 2.9% (subject to change) in addition to the total amount payable. Payments by our other available methods do not attract a fee.

## Reserving your place on a Retreat

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A \$500 deposit is required to reserve your place on any Retreat. This deposit can be paid using any of the options listed above. Please note this deposit is non-refundable where cancellation of attendance is made less than **30 days** prior to the Retreat start date.

The balance of the Retreat cost must be paid 30 days prior to the Retreat start date. Where balance remains unpaid, your space may be offered to someone on the waiting list.

## Cancellation of attendance

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We understand that sometimes life throws you a curve ball and for some reason you may not be able to attend the Retreat you were so looking forward to. Cancellation can be made by emailing [contact@resolutionretreats.co.nz](mailto:contact@resolutionretreats.co.nz)

Please note that the Retreat deposit is non-refundable if cancellation is made 30 days or less prior to the Retreat start date. Short-notice of cancellations affects us greatly. Where cancellation of attendance is advised less than 14 days from the retreat start date, Resolution Retreats may withhold 50% of the retreat cost unless that space can be filled with another full-paying guest. Where cancellation of attendance is advised less than 3 days from the retreat start date, or during the retreat itself, Resolution Retreats may withhold 100% of the retreat cost unless that space can be filled with another full-paying guest.

We **strongly recommend** that all retreat guests have travel insurance for while they are on the Retreat. If you need to leave once the retreat has started, for reasons beyond your or our control, such as illness, family illness, etc., bookings are non-cancellable and non-refundable. We therefore encourage travel insurance, just in case.

## Our weight loss guarantee

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A huge part of what we do centres around assisting you to reach your weight loss goals. We make a commitment to each of our guests that they will lose weight on one of our Retreats, and we take that commitment very seriously. Weight loss is different for everybody, and therefore we tailor your journey and your Retreat specifically for you to make the most of your time on the Retreat. The guarantee has the following terms and conditions:

- When you arrive on the Retreat we will weigh you and we will both agree that you will be less than that weight when you leave the Retreat, otherwise we will refund your Retreat cost at your request. We will weigh you again on your last day to ensure we have fulfilled our commitment to you in this regard.
- Guests must complete the whole Retreat.
- Guests must only eat the foods provided to them by their Retreat facilitator, which have been recommended specifically for them by our Nutritionist. Guests may not bring food from home or buy food while on retreat etc. This is a very strict requirement.
- Guests must take part in all the physical activities set out and follow the strict instructions of our Personal Trainer.
- Guests must follow the instructions given to them by the Retreat facilitator relating to detoxification requirements.
- Guests must follow the instructions given to them by the Retreat facilitator.

Please note the weight loss guarantee is not included with our Three Day Taster or Seven Day Renewal Retreat packages.

## Beauty Therapy Cancellation Policy

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Pampering is a big part of taking some time out on retreat. We don't have a beauty therapist on site full-time, but we bring a therapist in wherever possible to fill demand for treatments. We endeavour to, wherever possible, provide requested treatments subject to availability. Where a treatment has been specifically requested and a cancellation is made of less than 48 hours' notice, and that spot cannot be filled with another paying client, we would still need to charge for that treatment, as the therapist will still charge for the treatment.

These terms and conditions ensure that you get the most out of your time on the Retreat and leave looking and feeling great. Feel free to discuss with your Retreat Facilitator or programme coordinator. Subject to change. Full Terms & Conditions may be viewed on our website <http://resolutionretreats.co.nz/retreat-terms-and-conditions-and-release-of-liability/>

***We really look forward to having you along on one of our Retreats,  
getting to know you and helping you change your life!***

***We look forward to seeing you soon!***

***The Resolution Retreats Team***

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