

Residential Retreat

Pre-Arrival Guide



Please read this guide carefully. It contains important information about what to do next and what to expect at OnTrack Retreats. It also contains information about what to bring with you.

If you have any questions before you arrive please contact us at info@ontrackretreats.co.uk or on 0800 689 3104

WHAT TO DO NEXT

1 Pay your deposit and balance

Please ensure you have paid your deposit so your reservation is secure. You must settle the full balance of your retreat 21 days before you arrive or immediately if you're booking was made within 21 days. Payment details are on the booking confirmation email you have received.

2 Complete the Health & Dietary Questionnaire

You must complete the online Health & Dietary Questionnaire at least 7 days before arrival but we suggest doing it now so you don't forget. See your booking email for the link to the form.

3 Order your Heart Rate Monitor

Why do you need a heart rate monitor?

To maximise your time and results all guests should wear a Heart Rate Monitor during their time with us. It will maximise your results and ensure you are training safely. It will help you achieve the best results from your stay.

Which monitor should you buy?

We recommend the brand "Polar" with a watch and chest strap. You can find these in your local sports store or online. Alternatively, for your convenience you can pre-order from us for the special price of £79.99.

A note about "FitBits"....

You may already own a "fitbit" or similar activity tracker. Whilst these are useful for day to day activity tracking there is a lot of evidence to suggest they are highly inaccurate at higher intensity levels. As such we'd advise against bringing a FitBit and instead investing in a "Polar" style heart rate monitor watch with accompanying chest strap. They are more accurate and will be more effective in helping you maximise your results.

If you wish to pre-order a heart rate monitor for collection on your first day please order in the following ways:

Telephone or email

Call 0800 689 3104

Email info@ontrackretreats.co.uk

4 Read the rest of this guide carefully

Please make sure you read the rest of this guide carefully as it contains important information about your retreat, how to get to us and what to bring with you.

ARRIVAL INFORMATION

When should you arrive at the OnTrack Weight Loss Retreat?

Check in is between 3pm – 5pm on the Sunday.

We do offer a free shared pick up from Exeter Station at 2.30pm on the Sunday. Please advise us via info@ontrackretreats.co.uk if you would like to use this service.

If you cannot arrive the Sunday evening, you will need to arrive between 7am – 7.30am Monday morning.

We strongly advise arriving the Sunday evening as to avoid any delays in starting the program on time Monday morning.

Again please advise us via info@ontrackretreats.co.uk if you will need to arrive on Monday morning.

HOW TO GET TO THE RETREAT

Address	OnTrack Retreats at Woodbury Park Hotel & Golf Club LTD Woodbury Castle Woodbury Exeter Devon EX5 1JJ
Arriving by Train	Exeter has two train stations. Most trains coming from London will arrive into St Davids station. Taxis will take around 30 minutes from Exeter to Woodbury Park. Alternatively we offer a free shared pick up at 2.30pm from either Exeter stations. *You must inform us prior, if you would like this service as we only arrange on request.
Arriving by Car	Exiting the M5 at junction 30. You will be on Woodbury Parks driveway in under 25 minutes. There is car parking at the Venue.
Arriving by Air	Exeter airport is less than 15 minutes drive from Woodbury Park. So with London to Exeter having a flight time of just over an hour, this is a very convenient and quick way to get to Woodbury Park. Taxis from the airport can be booked on 01392 434343.

WHAT TO BRING WITH YOU

Our best advice is to pack your bags as you would if you were going to a hotel or on holiday (a healthy one of course!). Here is a list of the items we suggest you bring with you in addition to what you might usually pack:

- **Heart Rate Monitor**

To help you get the best possible results from your workouts, and to ensure you are training safely we highly recommend that all of our guests should wear a heart rate monitor during training.

Please see more information about heart rate monitors (and why FitBits are not recommended) on page 2 of this guide.

If you don't already have a heart rate monitor you can pre-order a Polar monitor from us for the special price of £79.99

Email us at

info@ontrackretreats.co.uk

- **Toiletries bag**

Tooth paste, toothbrush, soap, etc. Each room is stocked with a small amount of hotel style toiletries however some guests prefer to bring their own preferred brands from home.

- **Comfortable exercise clothing**

You will need sufficient exercise clothing for 2 training sessions each day of your program. We suggest bringing a mix of long and short training pants/leggings, T-shirts, gym gear, etc. For the ladies sports bras are recommended.

- **Worn in Training Shoes**

1. One pair of training shoes for indoor/gym based work.
2. One pair of training shoes for outdoor training that you are happy to get muddy.
3. One pair of walking shoes (maybe same as 2 above) for longer outdoor walks.

- **Swimwear**, (two sets are recommended, plus optional goggles, earplugs or swimming hat if you usually use these items)

- **Towels** – towels are serviced each week so we suggest bringing some additional towels for the gym/pool.

- **Water bottle**

- Temperatures can change quickly - Please bring clothes for all weather eventualities. We train outdoors as well as indoors and do not let the weather put us off. We suggest bringing warm clothes including a warm jumper/fleece, scarf, warm hat and coat. We suggest everyone brings some layers whichever location you choose.
- Wet weather jacket (trousers too if you have them) –we don't let the rain stop us exercising or going out so please bring a jacket with you.
- Small day back pack suitable for carrying sunscreen, hat, jacket, water, additional layers etc.
- Sun hat & sunscreen

- Casual evening wear. We will be dining at the various resort restaurants in the evening and therefore request smart casual dress. (Flip flops, slippers, training shorts are not suitable)
- Medications or supplements you are taking
- Items for your own entertainment
You will have some free time in the evenings, and particularly on Saturday afternoons and Sundays. We therefore suggest bringing books, magazines, iPod. If you have a laptop please bring it as internet access is available at all our locations (please see below for more specific detail)

Food Expectations

Approach to food

OnTrack has a balanced approach to nutrition and food. We do not completely exempt any food group and we don't follow any fads or fashion. During your time with us we try to serve a variety of healthy food which can be easily replicated in your own home. You will receive a balanced meal plan which is designed for weight loss but also long term sustainably healthy living.

Set Menu

We serve a set menu during your stay with us. Just like any set menu (even at your local Chinese restaurant) there will be some foods you love, some you think are OK and some that you probably won't have when you get home. For the short time you are with us we simply ask you to embrace every meal and try things you might not normally eat at home. Our job is to help you change your intake of food and part of this is serving a set menu.

Special Dietary Requirements

To help our guests make the life changing changes they need to we do not cater for preferences. Therefore if you have an allergy to a particular food (nuts for example) or have chosen a vegetarian or vegan diet then we are pleased to cater for such requirements. We are also happy to cater for guests who are lactose or gluten intolerant. If you have any of these requirements please indicate on your Health and Dietary questionnaire or contact us directly.

However, we do not cater for preferences. So if you are not keen on a particular food then we ask that you to treat it as you would if you went for dinner at a friend's house and they served something you'd rather not eat. You will receive many meals during your time with us and if one or two are not as you might cook them at home we ask you to embrace the wider OnTrack experience. During your program you will receive a range of foods and we don't serve any shellfish or anything too spicy.

PREPARING YOUR BODY BEFORE YOU ARRIVE

To make your experience as pleasurable as possible we strongly advise you to follow the following pre -arrival cleansing and detox advice.

Clients with high sugar, salt and caffeine diets

If you currently have a diet high in sugar, salt or caffeine (coffee) you may experience some headaches or similar withdrawal symptoms with a sudden switch to a healthy diet. This is merely a short term reaction and normally goes within a few hours or a day or two.

We therefore advise clients who currently consume large quantities of sugar or caffeine to slowly reduce (and ideally give up altogether) their intake of these products from their diet before arriving at OnTrack. This will make your first few days far more enjoyable and will help to ensure you achieve your maximum weight loss during the first week.

What not to bring

You have invested your time and money by booking an OnTrack Retreat. We want you to get the most out of your time with us so we respectfully request that you do not bring any food or beverage products (other than those required for medication) to the retreat.

Smoke free zone

OnTrack is entirely non- smoking and tobacco products are not allowed. If you are a smoker we once again advise you to reduce your smoking and ideally stop before arriving at OnTrack. We appreciate this can be tough and we will be there to support you every step of the way.

OTHER ESSENTIALS

Room & Guest Facilities

You will have already chosen your room type and therefore know what facilities to expect. Here is further information about practical issues such as laundry and internet.

Laundry	All guests will have access to a washing machine located in the shared lodge with washing powder provided
Internet	<p>If staying in the main resort you will have 24hr access to free Wi-Fi.</p> <p>There is no Wi-Fi in the Lodges but guests staying in the lodge rooms will have access to the free Wi-Fi in the main building, less than a minute walk from the lodges.</p>
Room Facilities	<p>Your room facilities will depend on the room type you have booked.</p> <p>Hotel rooms have their own TV. Guests staying in the lodge rooms have a comfy communal lounge area upstairs in their lodge with TV and tea making facilities</p>

Hydration

It is important to remain well hydrated at all times. You will need to consume at least 2 litres of water each day and continue your regular intake of water throughout the evening. We recommend only water as hydration during your stay with the occasional herbal tea.

Departure Day

On your day of departure you will need to check out of your resort room before 10.30am.

There is alternative changing and shower facilities available and we can provide luggage storage for you until you are ready to leave.

We ask you to arrange your own transport home or to the airport.

Health and Beauty Treatments

To help you relax and recover we are delighted to be able to offer you a range of health and beauty services provided in association with the resort.

Woodbury has a bodyzone spa onsite that you are more than welcome to use around the OnTrack program. These include massages, facial treatments, body wraps, together with a variety of hand and foot treatments.

Our program is a full program and you will not get too much time during the week to take advantage of such treatments. We suggest arranging treatments for after dinner, or on the weekends.

A full menu of services will be available at check in and reservations can be made on or after arrival.

ANY FURTHER QUESTIONS

We are here to help –so if you have any other questions, concerns or queries please don't hesitate to contact us during business hours.

Telephone **0800 689 3104**

Email: info@ontrackretreats.co.uk