

Frequently Asked Questions – The CEO Retreat

Q: Who is responsible for running the retreat?

A: The CEO Retreat is an exclusive event promoted, organised, and coordinated by The CEO Institute. We manage all member communications, event marketing, registration, payment processing, and overall event design. This includes curating the leadership experience, integrating the Human Synergistics LSI 360 diagnostic, and ensuring alignment with our leadership development ethos.

Once members are confirmed and registered, the on-ground facilitation, activities, safety, and logistics are fully managed by MyAdventure Group (MAG). MAG is a licensed and insured outdoor adventure provider responsible for delivering the retreat experience — including all physical activities, risk management, medical assessments, waivers, safety briefings, and onsite operations.

It is important to note that:

- All insurance, liability, duty of care, and operational responsibility during the retreat rests solely with MAG.
- The CEO Institute is not responsible or liable for any incidents, injuries, or issues arising during MAG's facilitation of the program.

Q: Is this suitable if I'm not very outdoorsy?

A: Yes. The retreat is designed for all levels of outdoor experience. Guides adapt activity difficulty to participants' comfort and fitness. You'll be supported every step of the way.

Q: What types of adventure activities are included?

A: Expect a mix of abseiling, canyoning, rock climbing, bushwalking and navigation challenges. The objective is to push comfort zones in a safe environment.

Q: Where exactly is the retreat held, and how far is it from Sydney?

A: The CEO Retreat is hosted in an exclusive retreat location in the Blue Mountains. Travel time from Sydney CBD is approximately 1 hour 45 minutes.

Q: What is glamping like for this retreat?

A: Accommodation is luxury "glamping" style: spacious tents, fine linen, hot water, luxury bathrooms/showers, comfort finishes (e.g. hot water bottles, good lighting), high quality hospitality. You get comfort without sacrificing wilderness experience.

Q: What are the sleeping arrangements like during the retreat?

A: Each participant will enjoy a private luxury tent to themselves — no sharing required. These spacious six-person tents are fully outfitted for comfort and privacy. They include:

- A brand-new, high-quality sleeping bag and linen
- Carpeted flooring
- Night lighting
- A hot water bottle to keep you cosy on cooler nights

This is glamping at its best — designed to provide the experience of nature without compromising on rest or comfort. You'll have your own space to decompress, reflect, and recharge after the day's activities.



Q: What meals and dietary accommodations are included?

A: All meals and drinks are included throughout the retreat prepared by high quality chefs. Dietary requirements (vegetarian, vegan, allergies) can be catered for if advised ahead of time.

Q: What is the Human Synergistics LSI 360 diagnostic, and how will it be used?

A: You will complete a 360 degree feedback questionnaire (LSI 360) which compares your self perception with how others see you in terms of leadership behaviours. You'll receive a full report, then facilitated debriefs to draw out practical insights and leadership development paths.

Q: What do I need to bring / what should I pack?

A: You'll get a detailed packing list ahead of the retreat. Generally, bring your own casual outdoor clothing, toiletries, personal essentials, comfortable shoes, a sense of adventure. All gear (tents, sleeping bags, mats, safety equipment) is provided.

Q: What is the schedule / how are the days structured?

A: Over the two days you'll alternate between leadership modules (with James Castrission & Scott Stein), adventure activities, moments of reflection, and peer connection time. One night of glamping, meals, debriefs and rest periods to balance the intensity.

Q: What happens if the weather is bad or an activity can't proceed?

A: Activities are weather dependent. MyAdventure Group has protocols to ensure safety. If conditions are unsafe, they will adapt the itinerary. Alternate activities may be offered, or schedule adjustments made.

Q: Will there be insurance / waivers?

A: Yes. After registration, you'll be required to complete a medical form and sign a waiver. Once all medical waivers are signed, all responsibility for insurance, risk, safety for the facilitated adventure parts lies with MAG, the facilitators. The CEO Institute is not liable for incidents that fall wholly under MAG's operations.

Q: What is the cost and what's included?

A: The cost is \$3,995 + GST per participant. What's included: leadership modules, LSI 360 diagnostic + report, adventure activities, luxury glamping accommodation (1 night), all meals, drinks, use of equipment.

Q: What is the cancellation / refund policy?

A:

- If The CEO Retreat is cancelled by us: full cash refund, or credit toward future membership at your choice.
- If the date is changed by us/MAG – that is considered a cancellation by us and a full cash refund will be issued, or credit toward future membership at your choice.
- If you cancel more than 14 days before the event: full refund less a non refundable booking fee (\$75).
- If you cancel less than 14 days before the event: no refund.
- The CEO Institute reserves discretion to vary these terms for individual members in exceptional circumstances.

Q: Are there options for substitution? For example, if I cannot attend, can someone else take my place?

A: Yes — substitution requests can be considered. The substitute will need to complete the medical form/waiver and be approved by The CEO Institute and MAG. Notification is required in writing ahead of the retreat and within 14 days of the event – leaving enough time for the LSI Assessment to be completed on your substitution.

Q: Will alcohol be provided?

A: All beverages are included. If alcohol is offered during dinner, it will be separately managed under MAG's safety guidance and local rules.



Q: Who will I be doing this with / how many people?

A: This is an invitation only event, limited to CEOs who are members of The CEO Institute. Group size is kept relatively small (15-20) to ensure quality of experience, deep connection and facilitating high trust interactions.

Q: What support is provided if I have special medical or dietary needs, or mobility constraints?

A: Please let us know in advance when registering. Medical forms will capture relevant details. MAG will use that information to assess any risks, adapt activities if needed, or make reasonable accommodations.

Q: What happens after the retreat? What follow up or outcomes can I expect?

A: You will leave with:

- Detailed feedback from the LSI 360 assessment;
- Key leadership insights and tools from facilitated modules;
- Peer connections and a small community of fellow CEOs you can follow up with;
- Actionable strategies and clarity on priorities to implement back at work.

