



PARTICIPANT COMMUNICATION CHECKLIST



FROM FIRST INQUIRY TO POST-RETREAT INTEGRATION

Clear, timely communication builds trust, sets the tone, and carries your participants through every stage of the retreat journey. Use this checklist to guide your outreach from the moment someone expresses interest until long after they've returned home.

1. INQUIRY & INTEREST (INITIAL CONNECTION)

Goal: Build trust and provide clarity.

Acknowledge all inquiries within 24–48 hours.

Share retreat overview: dates, location, inclusions, and price.

Offer a warm, personal tone — not just logistics.

Provide next-step details (how to register, what's included, cancellation policy).

Optional: Schedule a brief call for personalized support or questions.

2. REGISTRATION & CONFIRMATION

Goal: Welcome participants and establish clear expectations.

Send a **Welcome / Confirmation Email** immediately upon registration:



PARTICIPANT COMMUNICATION CHECKLIST



- Warm thank-you and acknowledgment.
- Payment confirmation or receipt.
- Overview of what's included and what to expect next.

Reassure participants that ongoing communication will follow leading up to departure.

Share the approximate communication timeline (e.g., “You’ll receive updates about one month, two weeks, and a few days before our retreat begins.”)

3. PRE-RETREAT PREPARATION (4 WEEKS BEFORE DEPARTURE)

Goal: Keep excitement alive and begin logistical preparation.

Send a **Preparing for Your Retreat Email** with:

- Packing list, sample itinerary, and travel logistics.
- Reminders about payment deadlines, forms, or travel insurance.
- Optional reflection or intention-setting exercise to begin the inner journey.

Encourage participants to begin preparing physically, mentally, and energetically for the experience.

4. TRAVEL & ARRIVAL DETAILS (2 WEEKS BEFORE DEPARTURE)

Goal: Support readiness and reduce uncertainty.

Send an **Arrival Instructions Email** including:



PARTICIPANT COMMUNICATION CHECKLIST



- Meeting points, arrival/departure times, and local transportation info.
- Emergency contact details and leader phone numbers.
- Currency, weather, or cultural tips if traveling abroad.

Keep the tone calm and confident — you're helping participants feel at ease as the retreat nears.

5. FINAL REMINDERS (1–2 DAYS BEFORE DEPARTURE)

Goal: Ease nerves and confirm final details.

Send a **Final Reminder Email or Text Alert** with:

- Travel-day reminders and key contact info.
- Weather updates or last-minute notes.
- Simple encouragement to arrive with openness and presence.

Optional: include a short mindfulness practice, quote, or affirmation to set the tone for the journey ahead.

6. DURING THE RETREAT

Goal: Foster connection and transparency.

Welcome participants with warmth and presence.

Provide daily updates or brief check-ins (schedule, transitions, excursions).

Maintain open communication — clear, kind, and grounded.



TRUENATURE

PARTICIPANT COMMUNICATION CHECKLIST



Model presence and listening as part of mindful leadership.

7. POST-RETREAT INTEGRATION (1–2 WEEKS AFTER RETURN)

Goal: Sustain connection and support reflection.

Send a **Thank-You & Integration Email** including:

- Heartfelt gratitude and closing thoughts.
- Simple reflection prompts or journaling questions.
- Invitation to share feedback, testimonials, or photos.
- Optional: follow-up call or online group reflection.

Share future retreat dates, continued learning.



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YOUR COMMUNICATION FLOW AT A GLANCE

Stage	Timing	Purpose
Inquiry & Interest	As inquiries come in	Build trust and share retreat details with warmth and clarity.
Registration & Confirmation	Immediately after sign-up	Welcome participants, confirm details, and set expectations.
Preparing for Your Retreat	~4 weeks before departure	Share itinerary, packing list, and pre-travel guidance.
Arrival Instructions	~2 weeks before departure	Confirm travel logistics, meeting points, and local details.
Final Reminders	1–2 days before departure	Ease nerves and provide final reassurance.
During the Retreat	On-site	Maintain open, transparent, and compassionate communication.
Post-Retreat Integration	1–2 weeks after return	Support reflection, collect feedback, and sustain connection.