



## TERMS AND CONDITIONS

### 1. Booking procedure

- On making a booking with us, each person accepts the terms of the following booking conditions.
- After receipt of your deposit your place is confirmed. We will then contact you to accept your booking and issue a request for final payment instructions. Your place is not confirmed until the deposit payment has been received. The remaining balance will need to be paid no later than 8 weeks before the retreat start date. If the balance price of your retreat is not paid in time, we reserve the right to cancel your retreat booking and retain the deposit.
- If making your booking within 8 weeks from the retreat start date, the full balance will be due.
- While we treat all cancellations sympathetically, all deposits are non-refundable. For further details please refer full cancellation policy detailed below.
  
- We reserve the right to increase the price of the retreat before you submit your booking. Any change in price will be advertised to you before you book the retreat.
- Optional trips and treatments booked locally are not our responsibility and are at your own risk and cost
- We strongly recommend that you take out travel insurance to cover you in the event of any need to cancel at the last minute.
- In the event that the retreat is cancelled by either party, there will be no refund or compensation available from us for your flight costs, transfers, travel and other associated costs
- We reserve the right in any circumstances to cancel the retreat, in which case we will offer a refund in full of all monies paid unless the reason for cancellation is force majeure.
- Compensation will not be paid if we are forced to cancel or in any way change the retreat due to war, threat of war, invasion, riot, civil war, strike, rebellion, revolution, industrial dispute, terrorist activity, infectious disease/epidemic, natural or nuclear disaster, fire, adverse weather conditions, technical or maintenance problems with transport, or other circumstances which amount to force majeure.
- It is not possible at any stage to transfer your booking to another retreat or service.
- In the event of cancellation by the customer, regardless of the circumstances, the following refund fees, minus the deposit apply .
- Cancellation 8 weeks or less before due arrival date, 0% refund
- Cancellation more than 8 weeks before due arrival date, 100% refund minus the deposit and £100 cancellation/administrative fee
  
- Changes to retreat– It is very unlikely that we will have to make any changes to your retreat, but arrangements are made many months in advance and changes may have to be made. We reserve

the right to, within reason, change any information advertised at any time, to include, but not be limited to, dates, times, timetable, location, accommodation, yoga teachers and prices. We will advise you of any changes at the earliest possible date and aim to keep disruption to a minimum.

- It is the guests responsibility to inform the teacher of any injury/medical conditions when booking and before the start of every session. It is advisable that you consult a doctor or physician before attending the retreat to ensure you are sufficiently fit and healthy to undertake yoga classes and any other activity that has been arranged.
  - If you experience any injury or discomfort during any activity organised for you, you must stop immediately and advise the teacher(s) accordingly.
  - Should you be pregnant or are planning to be pregnant at the time of the retreat, please contact us to discuss before booking.
  - We recommend all guests take up full travel insurance to cover medical expenses and personal belongings and should cover the type of physical exercise that will be undertaken. We hold no responsibility for illness, injury, death or loss or damage to personal belongings at any time, nor will any compensation be issued in such case.
  - We reserve the right to stop your participation in any activity, at any time, if we conclude that you are physically, mentally or emotionally unable to do the class.
  - It is a requirement of anyone attending a retreat and/or classes with Soulscape Shala to accept and abide by the following release of liability:
  - 'I understand that, while the utmost care is taken, neither the individual teachers, Soulscape Shala nor the venue will be liable for any damage or injury resulting from my practice or use of the retreat centre, nor any loss or damage to personal belongings. I understand that classes may be physically strenuous and I voluntarily participate in them with the knowledge that there is risk of personal injury, property loss or death. I recognise that it is my responsibility to notify the teacher of any illness or injury before the start of every session and I will not perform any posture to the extent of strain or pain. I will notify the teacher before every class should I not want to be physically adjusted
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- I agree that neither I, my heirs, assigns or legal representatives will sue or make any other claims of any kind whatsoever against Soulscape Shala, their teachers or members for any injury, property loss, or wrongful death, whether caused by negligence or otherwise.'
  - The release of liability statement applies to the duration of the retreat and every session or activity you participate in, whether in a group or private setting. If this statement is not accepted, your booking will be terminated and any monies paid in advance will not be refunded .
  - Passport and visa requirements
  - You are responsible for ensuring that you have a valid passport with sufficient expiry date remaining and any necessary visas or required inoculations or other health. Passport and visa requirements
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  - We cannot be held responsible for the individual behaviour of any group member or any other guest on your retreat