



Get your mojo back and feel really alive again!

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## Retreat terms and conditions

### **RETREAT BOOKINGS**

By completing an on-line reservation/booking and accepting these terms and conditions, or by placing your booking over the telephone, or by email or by signing and posting/faxing a booking form, or by making payment against an invoice from us, you accept these Terms and Conditions as a binding contract between the ALiVE Retreat on behalf of yourself and any other members of your booking. The ALiVE Retreat cannot accept your booking without a completed online reservation, or your verbal confirmation or request to proceed given over the telephone or in writing by email or land mail. A written/mailed confirmation sent to you by the ALiVE Retreat means the ALiVE Retreat has accepted your booking.

### **EMAIL ADDRESS & TELEPHONE**

It is vital that we have a valid email address. If you change this you should inform us immediately. We correspond by email. Once your booking has been made and we have received your deposit, all further correspondence is by email. We will also email you all of the information that you'll require to get to the retreat location. We also require a mobile phone so we can contact you during your stay.

### **PAYMENT, RESERVATION AND DEPOSIT**

Upon booking and confirmation that your requested dates for your chosen retreat are available we charge 100% of the retreat price. This is taken in good faith and is not refundable. Once this payment has been paid it secures your dates. We cannot guarantee any reservation until your payment has been received. Payments are made via PayPal or via credit card.

### **ARRIVAL AND DEPARTURE TIMES**

You are free to arrive at any time on the first day. If your flight is delayed or cancelled, you are required to contact the ALiVE Retreat by email or text the contact number which will be provided before you travel. On your departure day please be ready to leave the retreat by 1pm unless otherwise agreed.

## **TRAVEL TO THE RETREAT LOCATION**

Travel and airport transfers are not included in the retreat price. We are happy to assist with arranging transport to or from the airport. Please contact us.

## **CANCELLATION AND REFUNDS**

All retreat purchases and reservations are non-refundable. No exceptions to this policy can be made for any reason, therefore holiday insurance with a cancellation policy to cover any such rare occurrence is strongly recommended.

## **RIGHT TO CHANGES**

The ALiVE Retreat reserves the right to amend the booking dates. This may be due to several reasons, not limited to but including, war, adverse weather conditions, riots and or matters concerning participants safety, operational circumstances such as damage caused by fire, or the villa/s becoming unusable due to utility company work or lack of services, leaks, repair work or any other such reason. In these circumstances the booking may need to be adjusted accordingly. The ALiVE Retreat is not liable for any additional costs or losses that may be incurred by the client due to the change of booking. This includes, but is not limited to, any extra hotel reservations or car rentals, or the cost of non-refundable airline tickets. Situations may arise which, in our opinion, make it necessary for us to alter the normal booking schedule. We advise that your travel insurance covers holiday curtailment.

Where a teacher or facilitator advertised for a retreat is not able to teach due to reasons outside our control, we reserve the right to replace them with another teacher or facilitator.

In the event before your arrival or during your stay your choice of room becomes unavailable or unusable for any reason we reserve the right to offer you an alternative room of the same level of quality, or to refund all monies paid to date and cancel the booking. We reserve this right in the case of availability clashes, unexpected, unforeseen or uncontrollable situations. Should the ALiVE Retreat successfully be able to offer a similar room, a pro-rated refund for the difference will be refunded if the room offered is a lower cost for the same period. If the ALiVE Retreat is not able to offer a similar room then a full refund of monies paid will be returned, or in the case that some time has been used already at the room before it becomes unavailable then a pro-rata refund will be given. This constitutes the maximum liability of the ALiVE Retreat. The ALiVE Retreat are not responsible for any other expense or costs incurred including rearranging or cancelling flights or car hire. We strongly recommend holiday insurance cover.

## **TRAVEL INSURANCE**

The ALiVE Retreat recommends that you take out adequate travel insurance, including cover for medical treatment, accidents and repatriation, and holiday cancellation and curtailment.

It is your responsibility that you arrange, or ensure you have appropriate comprehensive travel insurance. This to include cover for illness, personal injury and travel delay/cancellation. We assume that such a policy is in force before you depart. You should bring the policy with you in case of an emergency.

## **PHOTOGRAPHY**

We will at times take photographs during a retreats for our website and promotional material, including adverts. You agree to have your photograph taken. If you are sensitive about this, please let the retreat manager know this when you arrive.

## **OUR RESPONSIBILITY**

We are responsible for providing the services listed on our website, where it is within our control. The ALiVE Retreat cannot guarantee that all items listed on our website will be functional at all times, however all endeavours will be made to rectify any problems as soon as we possibly can. We reserve the right without prior notice to withdraw any part or all of the facilities available, and to make such changes as may be necessary. Furthermore, it is agreed by you that the owners/operators of the retreat/s are not the guardians of any customers safety and they, individually or collectively, cannot be held liable in any way for any occurrence, which might result in illness, injury, death or other damage, loss or theft to the customer, his property, or his family, heirs, or assigns. The liability of the ALiVE Retreat is limited to a total of the booking price irrespective of the title/claim.

## **PERSONAL BELONGINGS**

Any valuables left at the property are the guests' sole responsibility and neither the ALiVE Retreat nor the staff can be held responsible for any loss or damage of personal property.

## **LIABILITY/YOUR HEALTH**

All Yoga, exercise and any other retreat activities are undertaken at your own risk.

For your own wellness and safety, you must comply fully with all and any health and safety regulations introduced by the ALiVE Retreat. It is your responsibility to ensure that you are medically, mentally and physically fit and able to use our facilities and participate in any of our retreat activities, including yoga and periods of silence. Customers who have injuries or mental or physical illnesses are advised to seek doctor's advice prior to attending our retreat. The ALiVE Retreat is not liable for any injuries you may contract during a retreat.

If you have any health conditions, including mental health conditions, you will need to inform the ALiVE Retreat of these.

## **LOST AND FOUND**

On your last day, please ensure you have packed all personal belongings safely before leaving the Retreat. Any items forgotten or lost will not be at the responsibility of the ALiVE Retreat to recover and return back to you.

## **WEATHER CONDITIONS**

Weather conditions can be unpredictable, and can change quickly and significantly. The ALiVE Retreat cannot be made liable for unpleasant or unsuitable weather conditions and no refunds are made for such conditions.

## **CONSTRUCTION WORK**

The ALiVE Retreat cannot predict construction plans in the area and therefore cannot be held responsible for any inconvenience. In the event of building works taking place by local authorities, private developers or neighbours, it is important to note that we are not responsible for such work and we are unable to stop such work taking place and we are unable to control the level of noise. We cannot be held responsible for any building works that take place during your retreat. No refunds can be given in the event of nearby construction.

## **FORCE MAJEURE**

Means any unusual and unforeseeable circumstances beyond our normal control, which the consequences of could not have been avoided even when exercising all due care. Such circumstances or events include, but are not limited to, war, or threat of war, riot, civil unrest, industrial disputes or strikes, unavoidable technical problems with the villa, transport, or closure or congestion of airports, terrorist activity, natural disasters, industrial disasters, fire, theft, flooding and adverse weather conditions. In the event of any of the above refunds or compensation payments cannot be made.

## **PRINTING, TYPING, TERMS & CONDITIONS, CALCULATION ERRORS AND OMISSIONS**

The ALiVE Retreat reserve the right to correct any printing or typing errors, omissions or calculation mistakes at any time. We also reserve the right to amend our terms and conditions that apply to your booking at any time and without prior notice.

## **CONTRACT, COMPLAINTS AND SUGGESTIONS**

The ALiVE Retreat is confident that you will not have any cause for concern during your retreat. However if you should have any problems during your stay this should first be brought to the attention of the retreat manager.

If you are not satisfied with the local resolution, then, any further comments or suggestions should be put in writing, within 14 days of your return, specifying the problems to:  
[sopherere@drsohereroked.co.uk](mailto:sopherere@drsohereroked.co.uk).