



## Yogarise Retreats May 2023 T&C's (Spain:Cortijo el Cachete)

Updated November 2022

### **Terms and Conditions**

#### **1. Entry requirements**

- The retreat is open to anyone with any level of yoga experience and all attendees do so at their own risk. If in any doubt as to the suitability of this particular retreat with regard to your particular experience or abilities please communicate in writing with the office before booking.
- Whilst complete beginners are most welcome, we do ask that you make us aware at the time of booking if you are brand new to yoga.
- At the time of booking please make us aware of any health conditions or injuries that may have an impact on your yoga practice. This can include but is not limited to pregnancy, suspected pregnancy, or childbirth within the preceding three months. Any information shared will be kept confidential and only shared with the retreat lead teacher where necessary.
- If you have allergies, please make us aware in writing at least 8 weeks before retreat starts.
- If you have symptoms of COVID-19, have been exposed to someone who has, or have been told to self-isolate by the government just before/during retreat, please do so.

#### **2. Booking**

- The non-refundable deposit must be paid to secure your place.
- The lead booking name is responsible for settling the agreed costs for their party.
- The balance is payable in monthly installments or in one single payment.
- All fees must be settled by 14 April 2023
- We reserve the right to refuse a place to a client who has not paid their full fees before the start of the retreat

- Yogarise cannot be held responsible for reimbursing any uninsured travel and/or expenses should the retreat be changed or canceled in the event of unforeseeable circumstances or COVID-19. We recommend the purchase of travel insurance
- We reserve the right to levy an administration charge of £50 for amendments to your booking arrangements in addition to any other charges applicable. In principle, amendments are not permitted within 8 weeks of the retreat start date.

*Retreat fee includes:*

- 4 nights stay at Cortijo el Cachete
- All yoga sessions and workshop with Rebecca
- An excursion midway through the retreat
- Meals (dinner only on arrival day and breakfast only on departure day)

*Retreat fee doesn't include:*

- Travel to and from Cortijo el Cachete, Spain
- Travel insurance
- Spending money for any additional excursions/treatments during your stay
- Additional meals/drinks outside of daily allowance.

### **3. Refund and Cancellation Policy**

#### **Cancellation by Yogarise**

- If Yogarise cancels the retreat for any other reason than COVID-19 you will be given a full refund
- If Yogarise cancels the retreat due to COVID-19 you will be given an opportunity to complete the retreat at another time

#### **Cancellation by Student**

#### **If you need to cancel please contact us at your earliest convenience**

- Please note the £150 deposit is non-refundable
- If you cancel up to 8 weeks before the Retreat start date, we will refund you any fees / installments paid minus the deposit
- If you cancel within 8 weeks of the Retreat start date, we will not be able to refund any fees
- If you need to leave the retreat for any reason once the retreat has started, we are unable to offer you a refund or defer your place.

### **4. Grievance Procedure**

We are dedicated to ensuring that all our clients enjoy the experience of being on a Yogarise retreat and feel fully able to participate in all aspects of the retreat. We are dedicated to ensuring that no person is treated less favourably than any other on grounds of race, religion, gender, age, or sexual orientation. We recognise that from time to time grievances may arise, and if they do, we are committed to ensuring that they are dealt with quickly and fairly.

Yogarise will always make every attempt to solve the problem at the time of the complaint in order that any disruption to the enjoyment of the retreat is minimal

If you are not happy with how the retreat is being conducted and have a cause for concern we would appreciate it if you could let us know immediately. Your complaint will be considered a confidential matter.

In the first instance please contact the Yogarise representative on retreat.

If you would like to submit a written complaint please send it to [retreats@yogarise.london](mailto:retreats@yogarise.london) or post it to our mailing address and we will respond within 24 hours of receiving your letter. If a full answer to your query isn't available immediately we will respond with the reasons and provide you with a timeframe by which a full answer is expected.

## **5. Photography**

We reserve the right to photograph or film during the retreat and to use these images for our website and marketing purposes. Please let us know beforehand if you are not comfortable with this.

By booking your place on the *True Nature Spain May 2023 Retreat* and settling the deposit you agree to the above terms.

We look forward to welcoming you to Cortijo el Cachete, Spain.

The Yogarise Team