



## Terms & Conditions

### 1. Booking

- (a) Your booking is not considered definite and no contract will exist between you and Niroshini Transformative Retreats until we receive your full payment.
- (b) We only accept BACS transfers or cheque payments, therefore, we do not store credit card details nor do we share customer details with any 3rd parties.

### 2. Payment

The price is the exact amount to be received by us in British Pounds, irrespective of fluctuations in currency or any third party transfer charges. If you choose to pay by electronic transfer, please instruct your bank to charge all costs to you in order to avoid a shortfall in the amount that we receive.

### 3. Your Travel Arrangements

All travel arrangements are your responsibility and at your own cost. We shall not be held liable for any consequences arising from delays or cancellations in any of the companies you may have made arrangements with or for any irregularities in your documentation required for travel. Transport to/from the retreat are at your own cost.

### 6. Your Health

- (a) It is your responsibility to let us know if any changes have occurred to your health after completing our Niroshini Treatment Plan Development.
- (b) It is your responsibility to consult a doctor with an understanding of Qi Gong, to check that you are sufficiently fit and healthy to undertake our classes.
- (c) It is your responsibility to let us know if any changes have occurred to your dietary requirements after completing our dietary information form.
- (d) Whilst all measures are taken to ensure a high standard of health and safety, our retreats do offer guests the opportunity to explore the grounds and surrounding forest, where the land is uneven and we shall not be responsible for any injuries caused by uneven terrain.
- (e) For pregnant women, we can only provide acupuncture and Reiki treatments after the first trimester. We ask that women, who are 12 to 28 weeks pregnant, provide a letter from their health practitioner specifying that they are fit to participate in the Qi Gong classes.



## **7. Cancellation by you**

(a) By reserving your space through placing your full payment with us, you are agreeing to the stated policies in our T&C.

Please note: If cancellation (by you or any member of your party) takes place more than 60 days prior to your arrival date, 100% of the price will be refunded to you. Regretfully, if cancellation takes place less than 60 days prior to your arrival date, only 50% of the price will be refunded to you. However, if another person that you know can be found to take your place, then we may offer you a refund greater than 50% at our discretion.

(b) Refunds are normally settled within 120 working days of the date of cancellation. Once the retreat has begun, no refund or part refund or unused portion of the retreat will be repaid in the event of cancellation by you.

## **8. Amendments by us**

Occasionally, changes may have to be made to the itinerary which we reserve the right to do at any time.

## **9. Cancellation by us**

We reserve the right in any circumstances to cancel a retreat, in which case, full refund of all monies will be paid within 100 working days.

## **10. Our liability to you**

(a) We accept responsibility for ensuring that the retreats are supplied as described and that the services we are contractually obliged to provide are to a reasonable standard.

(c) We are not liable for any injuries you may incur. Qi Gong classes are undertaken at your own risk.

(d) We are not liable for loss of or damage to your personal property.

## **11. Group Bookings**

Where a booking is made on behalf of several individuals, the booking is conditional, on the person paying, having authorisation from all the individuals named on the booking form to enter into this contract. The terms of this contract will apply to each member of the group as though they had paid for their own retreat individually and directly to us.



## **12. No Liability for possessions**

(a) It is your responsibility to ensure that your possessions are kept safe at all times.

## **13. Complaints**

We are confident that you will not find cause for concern during your retreat. If you feel that a complaint is warranted, you must raise the issue directly with Melissa Day, our Director. Any retrospective complaint must be made in writing to Niroshini Transformative Retreats within 14 days from the end date of your retreat.

## **14. Legal Disclaimer**

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