

TERMS AND CONDITIONS

1. Terms of a 1. Terms of agreement

(a) By booking and attending a retreat with SOULSCAPE SHALA , you are agreeing to comply with and be bound by the following terms and conditions.

(b) The term 'SOULSCAPE SHALA 'or ' or 'us' or 'we' refers to the owner(s) of the company and it's teachers. The term 'you' or 'I' refers to the student or guest or user or viewer of our website and/or services. The terms 'retreat' or 'program' or 'holiday' refers to all aspects of the services on offer, to include, but not be limited to, the classes, accommodation and activities.

(c) It is the customer's responsibility to check the reservation and ensure that the particulars contained therein are correct.

2. Booking procedure

(a) On making a booking with us, each person accepts the terms of these booking conditions.

(b) On submitting your booking form and deposit your place is confirmed. We will 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 10 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.

(c) If making your booking within 10 weeks from the retreat start date, the full balance will be due.

(d) Subject to clause 2(e), while we treat all cancellations sympathetically, all payments are non-refundable. This includes deposit, remaining and full payments.

(e) A refund will only be issued if the retreat is fully booked and someone else can fill your space. A refund in this case is minus a cancellation/administrative charge of £100. Any monies owed in this case will be paid to you one month after the retreat end date.

(f) 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.

(g) We reserve the right to reduce the price of the retreat or run special offers at any time. Once you have made your booking and paid your deposit these price changes will not apply to you.

(H) Optional trips and treatments booked locally are not our responsibility and are at your own risk and cost.

3. Cancellation policy

(a) As stated in section 2(d) all payments are non-refundable. For this reason we strongly recommend that you take out travel insurance to cover you in the event of any need to cancel at the last minute.

(b) Once the retreat has commenced, no refund or part refund or unused portion of your retreat will be repaid in the event of cancellation by you.

(c) 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.

(d) 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, see clause 3(e)).

(e) 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.

(f) We reserve the right to charge a cancellation fee of £100 if a guest decides to cancel a retreat for any reason.

(g) It is not possible at any stage to transfer your booking to another retreat or service.

(h) In the event of cancellation by the customer, regardless of the circumstances, the following refund fees, minus the deposit, apply.

Cancellation 10 weeks or less before due arrival date, 0% refund

Cancellation more than 10 weeks before due arrival date, 50% refund minus the deposit and £100 cancellation/administrative fee.

