

TERMS AND CONDITIONS – YOGA, MEDITATION AND RELAXATION RETREATS WITH ALI DYER AND KATIE JAMES

The Customer agrees

1. To check the reservation and ensure that the contained therein are correct
2. To be responsible, unless stipulated otherwise, for arranging and paying for his/her own flights and all internal transportation to the place of the retreat/holiday hereby known as the "venue". In the event of flight delays, cancellations by the airlines/aviation authorities, or missed flights neither the "venue" nor Ali Dyer and Katie James, hereby known as "the teacher" shall be held responsible for any liability or refund to the customer
3. To have in place travel documentation - passport and visas [where applicable] - as well as medical, travel and cancellation insurance to cover the duration of the trip
4. To provide "the teacher" with emergency contact details and numbers
5. To comply fully with all and any health and safety regulations introduced by "the teacher". The customer must ensure that he/she is medically and physically fit and able to use the facilities and participate in activities. Customers who have injuries or illnesses are advised to seek doctor's advice if practicing yoga. "The teacher" is not liable for any injuries to the customer in his/her use of the facilities or participation in activities. A customer must always stop and rest if he/she is feeling any pain or sickness and inform the teacher of (a) any previous injuries, (b) any ill-health or injuries during their trip
6. To seek vaccination advice from his/her GP prior to travelling to any overseas country
7. To not use the property except for permitted use and shall not use the property for any offensive, noisy, dangerous, illegal, entertainment, immoral or improper purposes. The customer shall not do anything which may be a nuisance or annoyance to the venue, its guests, staff or owners.
8. To pay a non-refundable, non-transferable deposit for each person named in the reservation and for the amount stated on the Booking Form
9. To pay the balance of monies to Ali Dyer Wellbeing as indicated on the Booking Form. Payment can be made via BACS transfer. If payment of the balance of monies is not received by the due date then "the teacher" reserves the right to cancel the reservation and retain the deposit if the holiday/retreat cannot be sold on in full
10. "The teacher" cannot accept any responsibility for loss or damage of personal possessions or valuables of the customer.
11. "The teacher" accepts no liability for loss, damage, injury or illnesses which may be received during the customers stay or travelling to and from "The venue"
12. In the event of a customer having any complaint then he/she will not discuss this with any third party and shall notify "the teacher" as soon as possible.
13. "The teacher" shall not be liable for any failures beyond its control. This covers natural disasters, war, 'acts of God', closure of airports, civil strife, accidents or failure to perform by third parties, including suppliers and subcontractors
14. That in the event of a dispute arising between the customer and "the teacher" that this shall be governed by the laws of England and Wales and that he/she agrees to resolve the dispute through arbitration or civil mediation with an appropriately qualified mediator or arbitrator operating under the jurisdiction of England and Wales
15. For holiday costs converted from Euro to Sterling, exchange rate fluctuations will be absorbed by the "Teacher" at + [plus] or - [minus] 5%of the holiday total. Differences over and above this may be passed onto the "Customer" at which time the "Customer" has the right to cancel and receive a refund in full

Cancellation by the customer

In the event of cancellation by the customer, regardless of the circumstances and with the exception of Clause 14, the following refund, minus the deposit which is non-refundable, apply:

- Cancellation 4 weeks or less before due arrival date, 0% refund
- Cancellation 4 to 8 weeks before due arrival date, 25% refund
- Cancellation 8 to 12 weeks before due arrival date, 50% refund
- Cancellation more than 12 weeks before due arrival date, 100% refund