

Retreat Terms and Conditions

These are the terms and conditions on which we supply services (the, “**Yoga Retreat**”) to you.

1. It is the customer’s responsibility to check the reservation and ensure that the particulars contained therein are correct.
2. A non-refundable, non-transferable deposit in the sum of 50% of the retreat price will be kept for all bookings.
3. If the balance is not received by the due date Lisa Mullineaux reserves the right to cancel the reservation and retain the deposit.
4. In the event of cancellation by the customer, regardless of the circumstances, the following refund fees, minus the 50% deposit, apply. The deposit is non-refundable, as mentioned in 2:
 - 4.1 If you cancel within 6 weeks of the Yoga Retreat, we will refund you 50% of the price unless you or we are able to find an alternative participant to take your place in which event we will refund you 100% of the price, less the cost of any unrecoverable administrative costs (by way of example, without limitation, fees charged to us by organisations such as Paypal) within 5 working days.
 - 4.2 If you cancel within 30 days of the Yoga Retreat we will refund you 30% of the price unless you or we are able to find an alternative participant to take your place in which event we will refund you 100% of the price, less the cost of any unrecoverable administrative costs (by way of example, without limitation, fees charged to us by organisations such as Paypal) within 5 working days.
 - 4.3 If you cancel your order within 10 days of the Yoga Retreat any refund will be contingent upon you or us finding an alternative participant to take your place and, in any event, entirely at our discretion where a refund is possible it will be less the cost of any unrecoverable administrative costs (by way of example, without limitation, fees charged to us by organisations such as Paypal) within 5 working days.
5. **Cancellation of the Yoga Retreat by us:** If we have to cancel the Yoga Retreat for any reason we will let you know as soon as is reasonably practical of the cancellation and will arrange to refund you the price you have paid less the cost of any transaction fees (by way of example, without limitation, fees charged to us by organisations such as Paypal) within 5 working days. Alternative arrangements may be offered but we do not accept responsibility for any costs incurred, including airfare.
6. For the avoidance of doubt, under no circumstances we will be liable for reimbursing you for the costs of your flights or other travel costs and expenses.
7. **Where to find the price for the Yoga Retreat.** The price of the Yoga Retreat is available on our website and are as follows:
 - Shared Twin (shared bathroom facilities) the price is £350 per person;
 - Private Single Room (shared bathroom facilities) the price is £390 per person.

8. When you must pay and how you must pay.

You must make payment by following the instructions within our acknowledgement of order email containing the payment details.

In order to complete your booking and secure your spot, you must complete payment in the timescales required within the acknowledgement of order email which, for the avoidance of doubt, is within 48 hours of us sending you the acknowledgement of order email containing the payment details.

9. Because of the need for us to make up front payments to secure the facilities needed in order to organise the Retreat and to book resources ahead of the Retreat, we are unable to accept any significant changes to your Order once we have accepted it. Should you wish to make a change to your Order please contact us and we will let you know if the change is possible and whether this will affect the price of the Retreat, or anything else which would be necessary as a result of your requested change and we will ask you to confirm whether you wish to go ahead with the change.

10. Your booking is for the stated period of the Retreat. We can not offer refunds for an unused portion of the Retreat (for example, if your flights are delayed or amended by you or your carrier).

11. The customer shall 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.

12. The customer shall keep all retreat fixtures, fittings, furniture and effects in a clean and good condition and shall replace any articles which are destroyed or missing with articles of a similar kind and of equal value.

13. Lisa Mullineaux reserves the right at its sole discretion to terminate use of the property or any of its facilities by the customer in the event of any breach of these terms and conditions. The customer will be required to vacate the property and Lisa Mullineaux shall not refund payment or accept any consequential liability damages or loss.

14. It is the customer's responsibility to ensure that he/she has all the relevant travel documentation and arrives at the airport in time.

15. Lisa Mullineaux can accept no responsibility for delay or cancellation of any flights, train, buses, or other forms of transport.

16. We recommend that all customers have adequate travel, cancellation, and medical insurance for the duration of the trip.

17. OUR RIGHTS TO MAKE CHANGES

Minor changes to the Retreat. We will use all reasonable endeavours not to make any changes to the timing of the Retreat however we reserve the right to make changes to the Retreat in the following eventualities:

- (a) if there are changes in relevant laws and regulatory requirements that require us to do so; and
- (b) to implement minor technical adjustments (including, without limitation, yoga teacher and class times) as well as improvements. These changes should not have any significant effect on the Retreat.

Other changes to the Retreat and these terms. In addition, we may make the following change to the Retreat, but if we do so we will notify you before the change takes effect:

Accommodation: if your accommodation has to be changed, we will use all reasonable endeavours to provide you with an accommodation of an equivalent standard. If a significant change becomes necessary, we will inform you as soon as reasonably possible.

18. In the event that the customer decides to downgrade their accommodation after monies have been paid, the customer will not be entitled to any refund. If the customer wishes to upgrade the new price will apply.

19. The customer must comply fully with all and any health and safety regulations introduced by Lisa Mullineaux. Customers who have injuries or illnesses are advised to seek doctor's advice if practicing yoga. Lisa Mullineaux is not liable for any injuries to the customer in his/her use of our 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 any previous injuries.

20. Lisa Mullineaux cannot accept any responsibility for loss or damage of personal possessions or valuables of the customer.

21. In the event of a customer having any complaint then he/she will not discuss this with any third party and shall notify Lisa as soon as possible.

22. Lisa Mullineaux 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.

23. Lisa Mullineaux accepts no liability for loss, damage, injury or illnesses which may be received during the customers stay or travelling to and from Retreats.

24. These terms and conditions shall be governed by English Law and the parties consent to the exclusive jurisdiction of the English courts in all matters regarding them.

25. We will only use your personal information for the reasonable administrative purposes required to facilitate your participation in the Yoga Retreat. We will maintain your personal information in accordance with UK data protection legislation.