

# Refund policy

## Terms and Conditions- Peace Lily Retreats

### **Booking**

(a) Your booking is not considered definite and no contract will exist between you and Peace Lily Retreats until we receive full payment from you.

(b) We do not store credit card details nor do we share customer details with any 3rd parties.

(c) You must be over the age of 18 years old to make a booking.

### **Payment**

The price is the exact amount to be received by us in British Pounds irrespective of fluctuations in currency and irrespective of 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.

### **Your Travel Arrangements**

All travel arrangements are your responsibility and at you 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. Transfers to/from the retreat are at your own cost, unless otherwise specified.

### **Travel Insurance**

(a) We require that your travel insurance covers the activity of your retreat with us as well as unexpected cancellation, sickness, losses and all the usual risks. You should bring the policy with you in case of an emergency.

### **Your Health**

(a) It is your responsibility to let our tutors know if you have any injuries and to be mindful at all times of your own body's capability during the retreats. If you experience any injury or discomfort during any activity during the retreat, then please stop participating immediately.

(b) It is also your responsibility to consult a doctor with an understanding of yoga and fitness to check that you are sufficiently fit and healthy to undertake yoga classes and other physical activities that you may choose to do whilst on the retreat.

(c) Please advise us of any mental or physical health conditions and dietary requirements before you book. If you have health conditions and dietary requirements that may be affected by the activities offered on our retreats we reserve the right, for your own wellbeing, to advise you to stop participating.

(d) Whilst all measures are taken to ensure a high standard of health and safety, our retreats do take places where the land is uneven and we shall not be responsible for any injuries caused by uneven terrain.

(e) We ask that women who are pregnant provide a letter from their health practitioner specifying that they are fit to travel and able to engage in the activities that we provide.

### **Cancellation by you**

(a) You (or any member of your party) may cancel your booking at any time, but please note that all deposits are non-refundable. If such cancellation is made within one month of the start of the retreat, we will retain 100% of the cost of the retreat. However, if another person can be found to take your place, then we may offer you a partial or full refund at our discretion.

(b) Refunds and returned payments are normally settled within 10 working days of the date of cancellation. Otherwise, once a booking has been accepted no payment is refundable unless the course is cancelled. 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.

(c) Bookings are for the stated period of the retreat. There are no refunds for an unused portion of the retreat. If the reason for cancellation is covered under the terms of your Insurance Policy, you may be able to make a claim on your insurance.

### **Amendments by us**

Occasionally, changes may have to be made (e.g. tutor, itinerary or other arrangements), which we reserve the right to do at any time. If your accommodation has to be changed, we will do our utmost to provide accommodation of a similar excellent rating. If a significant change becomes necessary, we will inform you as soon as reasonably possible if there is time before your departure.

### **Cancellation by us**

We reserve the right in any circumstances to cancel a retreat, in which case we will offer a full refund of all monies paid within 10 working days.

Please note that Peace Lily Retreats will be adhering to Government guidelines with regards to COVID-19. In the event of a cancellation by Peace Lily Retreats you will be offered an alternative date for your retreat or a full refund. You are advised to comply with the Government guidelines for your area and to make sure you have full travel insurance.

## **Peace Lily Retreats Ltd COVID-19 POLICY (updated 15/08/2021)**

**Due to the ongoing COVID-19 pandemic we have put a policy in place in line with Government guidelines to ensure a safe and healthy environment for our clients and all staff during our retreats. We ask everyone to take responsibility for themselves and others by complying with these guidelines. This policy will be updated as the situation develops. We hope that you enjoy your time with us.**

- Peace Lily Retreats Ltd will update this policy in keeping with current COVID-19 Government guidelines.
- We advise all attending retreats to be fully vaccinated with both vaccines if possible. Please let us know your vaccine status at time of booking.
- Clients and anyone working for Peace Lily Retreats including subcontractors are requested to comply with COVID-19 lateral flow testing whether fully vaccinated with both vaccines for COVID-19 or not. A lateral flow test should be carried out 72 hours prior to the arrival time at the retreat & immediately prior to travel on the day of arrival. Please check the local guidelines as at present anyone travelling to Islands of Scotland are being encouraged to comply with lateral flow testing. Information can be obtained via <https://www.visitscotland.com/about/practical-information/covid-19-recovery-phases/>
- If you have a positive COVID-19 test result you should not travel and should follow Government/ NHS guidelines. Lateral flow tests are free and can be ordered from Government websites. <https://www.gov.uk> <https://www.gov.scot> Please remember that as yet there is not enough evidence to suggest that being fully vaccinated prevents you catching or carrying the virus (WHO) and that lateral flow tests are not foolproof. Attendance is at your own risk and as per Peace Lily Retreats Terms and Conditions all clients are advised to have their own travel insurance in place prior to retreat.
- If you feel unwell on the day of retreat please do not attend.
- In the event of Peace Lily Retreats having to cancel a retreat due to a change in Government COVID-19 guidelines we will offer clients a similar retreat at a later date or a full refund.
- If a client is unable to attend a retreat due to a change in Government COVID-19 guidelines within their local area Peace Lily Retreats will be unable to offer a

refund or alternative retreat. It is highly recommended that clients have their travel insurance in place prior to booking.

- All venues used by Peace Lily Retreats will comply with Government guidelines with regards to deep cleaning prior to retreats.
- Hand sanitiser will be available. Clients are also advised to bring their own.
- Social distancing is no longer mandatory, however, clients are advised to be mindful of the safety of other guests.
- All meals shall be served on plates with no self service buffet at this time.
- Masks are no longer mandatory within the accommodation, however clients are advised that they should follow Government guidelines regarding the wearing of masks in public areas and public transport during excursions.
- If anyone becomes unwell during retreat with COVID-19 symptoms all attending must follow Government guidelines regards self isolation.

### **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.

(b) We do not accept any liability for cancellations, delays or changes caused by global pandemics, war, threat of war, terrorist actions or threats, closure of airports, civil strife, industrial action, natural disaster, technical problems to transport, staff cancellations, unforeseen changes in your personal circumstances or other events beyond our control.

(c) We are not liable for any injuries you may incur. Yoga and fitness classes are undertaken at your own risk. We are not liable for any medical or psychiatric conditions, which may develop during or subsequent to the retreat. We are not liable for loss or damage to, your personal property.

### **Group Bookings**

Where a booking is made on behalf of several individuals the booking is conditional on the person(s) 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.

### **No Liability for possessions**

(a) It is your responsibility to ensure that your possessions are kept safe at all times. This includes hire cars or other hired equipment.

### **Complaints**

If you have a problem during your retreat, please inform Peace Lily Retreats Director immediately and she will do her utmost to put things right.

### **Legal Disclaimer**

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### **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 our Director. Any retrospective complaint must be made in writing to Peace Lily Retreats within 14 days of the end of your retreat.