

# TERMS & CONDITIONS

## 1 BOOKING & PAYMENT

Your booking is not considered definite and no contract will exist until we have received a 50% deposit from you and you have agreed to these terms and conditions. If the booking is made four weeks or less before the first day of the retreat the full amount is due on the day of the booking. We do not share customer details with any 3rd parties.

## 2 PAYMENT

The price is the exact amount to be received by us in Euros.

The deposit as well as full payment amount is due four weeks before the first day of the retreat per bank transfer onto the following account\*:

YRL – Hilke Christina Hanke

IBAN: PT50 0023 0000 4550 2923 5869 4 SWIFT: ACTVPTPL

BANCO ACTIVOBANK, SA

\* other payment options are available in case a EU-transfer is difficult for you. Please reach out via email.

## 3 INSURANCE

If you choose to buy an insurance we recommend that your insurance covers the activity of this retreat as well as unexpected cancellation, sickness, losses and all the usual risks.

## 4 YOUR HEALTH

It is your responsibility to let your Yoga Instructor know if you have any injuries and to be mindful at all times of your own body's capability during the retreat. If you experience any injury or discomfort during any activity during the retreat, then you must desist immediately.

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

Please advise us of any mental or physical health conditions before you book.

Women who are 12 to 28 weeks pregnant should provide a letter from their health practitioner specifying that they are fit and able to engage in the yoga practice that we provide – modified for pregnancy. We would prefer pregnant women to have done a little yoga before they arrive.

## 5 CANCELLATION BY YOU

You (or any member of your party) may cancel your booking at any time, providing that the cancellation is made in writing and shared with us by the person submitting the booking form. Cancellation will take effect on the same day as received by us. If such cancellation is made within less than 30 days before the start of the retreat, we will retain the deposit of the retreat. However, if another person can be found to take your place, then we may offer you a refund at our discretion.

Your booking applies to the period stated by you in this form. 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.

## 6 CANCELLATION BY US

In case of an unforeseen event which makes it impossible to host the retreat we reserve the right to find an alternative date or cancel the

retreat entirely. When cancellation is necessary we refund the money paid by you to YRL.

## 7 OUR LIABILITY TO YOU

We accept the 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.

We do not accept any liability for cancellations, delays or unforeseen changes in your personal circumstances or other events beyond our control.

We are not liable for any injuries you may incur. Yoga 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.

## 8 RECORDING ONLINE CLASSES

Any classes taken with me online are not to be recorded and/or published anywhere. If you join me for an online class it will be specifically made for you and your own needs only. It is not relevant for anyone else, thus not to be shared with any other person or entity in any way. If I provide you with any video content to keep for your future use it is meant solely for you and cannot be publicly shared or used for any income generating activity.

## 9 COMPLAINTS

If you have any problems during your retreat, please inform us immediately and we will endeavor to put things right.

## 10 PRIVACY POLICY

We do not share customer details with any 3rd parties. Any personal information that you provide to us will be used only for the service you requested.



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