

SIMPLY SOULFUL YOGA, THERAPIES, NUTRITION & SUP RETREATS

These pages provide you with all the information you need to book a retreat with Simply Soulful Retreats.

BOOKING INSTRUCTIONS

Please read the Terms & Conditions and return your completed BOOKING FORM with payment. Your BOOKING FORM can be emailed or posted to the email address or correspondence address below.

Please retain a copy of your BOOKING FORM as this forms a contract between you and Simply Soulful Retreats.

CORRESPONDENCE

Please direct all correspondence to:

- Donna McCheyne, Simply Soulful Yoga & Retreats, The Hen House, Coombe Farm, Kingsbridge, Devon, TQ7 4AB.
- **Donna:** 07941 508004 **Email:** info@simplysoulful.co.uk

All correspondence from Simply Soulful Retreats will be by email unless you specify otherwise on your BOOKING FORM. Please ensure you provide a valid email address.

PAYMENTS

All bookings should be returned with either full or part-payment based on the information below. Payment includes a non-refundable deposit of 30%. If you would like to discuss a payment plan, please contact me.

- If the cost of the retreat is less than £200, full-payment is due on booking.
- If the cost of the retreat is more than £200, part-payment of 30% is due on booking.
- Where relevant, **balance payment is due 16 weeks prior to the retreat date.**

Places on retreats are limited and cannot be guaranteed until the relevant payment has been received. Payments received will be confirmed by email. Receipts are only sent on request.

If the booking is cancelled by the participant for any reason the following charges will be applied:

- **Deposits for all retreats are non-refundable.**
- Cancellation more than 16 weeks before retreat commencement will receive 70% refund of monies paid.
- Cancellation less than 16 weeks before retreat commencement will receive 30% refund of monies paid.
- Cancellation less than 8 weeks before retreat commencement will receive 0% refund of monies paid.
- Failure to complete or attend the retreat will result in the full fee becoming due.

Under exceptional circumstances Simply Soulful Retreats reserves the right to cancel any retreat for whatever reason and return monies paid without further liability. **You are strongly advised to take out your own appropriate insurance in case you have to cancel a Simply Soulful Retreats place.** Monies paid for a retreat place that is oversubscribed will be refunded in full.

Payment can be made online via www.simplysoulful.co.uk. If you wish to pay via an alternative method, please contact me. Please ensure all payments are made in **GBP**. All currency exchange fees are to be paid in full by the participant at the time of payment. Simply Soulful Retreats is not responsible for this payment.

YOUR PERSONAL INFORMATION & PRIVACY

At Simply Soulful we are committed to safeguarding the privacy of both our online and off-line data. The law requires us to tell you about your rights and our obligations to you, in regards, to the collection, storage and use of your personal data (information that could identify you). Our [privacy policy](#) is available on my website and outlines how we collect personal information and how it will be processed and managed by us.

SIMPLY SOULFUL YOGA, THERAPIES, NUTRITION & SUP RETREATS

TERMS & CONDITIONS

The following information must be read carefully before booking any retreat with Simply Soulful Retreats. Upon completion, submission and acceptance in writing of the BOOKING FORM, the participant named on the BOOKING FORM will have entered into a binding contract on the basis of the following Terms & Conditions:

1. AGREEMENT

Any agreement based on these outlined Terms & Conditions arises upon the fulfilment of the following:

- a) Receipt and clearance in the Simply Soulful Retreats bank account of:
 - Full payment or deposit as detailed in section 2 below
 - A fully completed BOOKING FORM
 - Acceptance by Simply Soulful Retreats in writing or email
- b) The signature on the BOOKING FORM is taken as the participant attending the retreat.
- c) The agreement is between Simply Soulful Retreats and the participant on the BOOKING FORM and is the sole agreement between those parties.
- d) Participants must be at least 16 years of age. Those under 18 years must have parental consent.
- e) Simply Soulful Retreats reserves the right to refuse bookings to any party or individual without the need to give reasons, solely at Simply Soulful Retreats' discretion. In the event of such a refusal Simply Soulful Retreats will return any payment accompanying the BOOKING FORM.
- f) No variation of these Terms & Conditions shall be applicable unless agreed in writing by Simply Soulful Retreats before the relevant retreat.

2. PAYMENT

A deposit of 30% of the retreat price is required in order to guarantee booking. The balance of the fees as specified on your Booking Confirmation Email must be paid in full by the date specified on your Booking Confirmation Email. If not so paid, Simply Soulful Retreats, reserves the right to treat the agreement as cancelled by the participant(s) pursuant to clause 6 below. A booking made within 16 weeks of the retreat commencement must be accompanied by payment in full. A payment plan may be possible by separate arrangement. Please contact me if you wish to discuss further.

3. PRICES

All prices are listed in GBP. Whilst every effort is made to limit prices to those advertised on the website, Simply Soulful Retreats reserves the right to alter prices should the costs in hosting a retreat increase for reasons beyond its reasonable control. In the event that a price is altered the participant(s) will be notified as soon as reasonably possible. The balance of the altered price will be payable on the same terms as the original price. In the event of the price being increased by 15% or more the participant may opt to cancel the booking and will be entitled to a refund of all monies paid.

4. PASSPORTS, VISAS AND HEALTH REQUIREMENTS

It is the participant's responsibility to ensure that he/she is in possession of all necessary travel and health documents, including valid passports and visas, for any country in which a Simply Soulful Retreat is being held. All advertised prices and services offered by Simply Soulful Retreats, regardless of location, exclude the cost or provision of passports, visas, vaccinations or other personal health requirements – these are all strictly the responsibility of the participant. Information on health is given on the NHS website www.nhs.uk/livewell/travelhealth and the website of the National Travel Health Network and Centre (www.nathnac.org). In the event that a participant's passport is due to expire, it is recommended that they check the individual requirements of the country they are visiting - some countries will not allow entry unless a passport is valid for a further 6 months. British passport holders are advised to allow at least 6 weeks for renewal applications to be processed. www.gov.uk/browse/abroad/passports. Non-British passport holders are advised to check processing times with their own passport issuing service. All participants are advised to enquire about individual visa requirements directly with the Embassy or Consulate of the country or countries to which they are intending to travel.

SIMPLY SOULFUL YOGA, THERAPIES, NUTRITION & SUP RETREATS

5. SPECIAL REQUESTS AND MEDICAL PROBLEMS

All participants are required to complete a BOOKING FORM at the time of booking indicating any special requests/medical conditions. All special requests are subject to availability. Therefore, it should not be assumed that the submission of special requests on the BOOKING FORM amounts to a guarantee that the requests will necessarily or automatically be met by the venue/supplier. Any special requests that can be guaranteed by the venue/supplier will be confirmed in writing by Simply Soulful Retreats.

Yoga and SUP Yoga may be physically strenuous. All participants participate voluntarily with the knowledge that there is a risk of personal injury. All participants are responsible for advising the instructor if they experience any changes in their health, before or during the retreat.

All personal details will be held in confidence. However, all participants give permission for personal details to be passed onto a medical professional in order, to assist with any emergency medical situation that may arise. Please see our [privacy policy](#) which is available on our website. This policy outlines how we collect personal information and how it will be processed and managed by us.

6. COPYRIGHT OF MATERIALS

Any notes, handouts or manuals produced by Simply Soulful Retreats and given out during any retreat is copyrighted and may not be copied or duplicated in any way except with permission from the author. All rights are reserved.

7. CANCELLATION BY PARTICIPANT

If the booking is cancelled by the participant for any reason the following charges will be applied:

- Cancellation more than 16 weeks before retreat commencement will receive 70% refund of monies paid.
- Cancellation less than 16 weeks before retreat commencement will receive 30% refund of monies paid.
- Cancellation less than 8 weeks before retreat commencement will receive 0% refund of monies paid.
- Failure to complete or attend the retreat will result in the full fee becoming due.

8. CANCELLATION BY SIMPLY SOULFUL RETREATS

Simply Soulful Retreats reserves the right to cancel all and any bookings without reason or notice. In the event, that Simply Soulful Retreats cancels a retreat, all monies will be refunded in full or, if preferred, transferred as payment towards another Simply Soulful Retreat. In the event of cancellation, Simply Soulful Retreats will not be responsible for the reimbursement of any associated costs which may have already been incurred. (i.e. flights, visas, interim accommodation, car hire or any other additional costs). Please refer to clauses 7, 8, 9 and 10.

Please note that Simply Soulful Retreats requires a minimum number of participants to run a retreat (minimum number required may vary). In the event, that a retreat facilitator, is unable to attend due to illness or other personal circumstances, Simply Soulful Retreats reserve the right to introduce an alternative facilitator (without jeopardising the quality of the retreat on offer). Should an alternative facilitator not be available, Simply Soulful Retreats reserves the right to cancel the retreat.

9. FORCE MAJEURE

Except where otherwise expressly stated in these booking Terms & Conditions, Simply Soulful Retreats cannot accept liability or pay any compensation where the prompt performance of our contractual obligations is prevented or affected by, or participants otherwise suffer any damage, loss or expense of any nature as a result of, 'force majeure'. In these Terms & Conditions, 'force majeure' means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, terrorist activity (actual or threatened), industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control or the control of the supplier(s) concerned. Advice from the Foreign Office to avoid or leave a particular country may constitute Force Majeure.

SIMPLY SOULFUL YOGA, THERAPIES, NUTRITION & SUP RETREATS

10. PARTICIPANT CONDUCT

Participants are expected:

- To behave in a reasonable manner at all times
- To be respectful of the other participants on the retreat
- To be respectful of the premises in which the retreat is being held
- To be respectful of any other events/treatment sessions that may be taking place elsewhere on site
- To listen to safety briefings before taking part in an activity
- To follow the instructions given by the instructor
- To wear protective clothing, including PFD's and leashes for the duration of an activity, where applicable (SUP activities)
- To leave equipment on site and returned it to the designated area after use. All equipment remains the property of the supplier and in the event of any damage being caused to the equipment through fault of the user, the participant is liable to pay for the repair/replacement
- Refrain from alcohol before or during an activity, and recreational drugs at all times. If you have taken prescription medication prior a session, please advise the instructor (SUP activities)

Simply Soulful Retreats reserves the right to remove any participant(s) from the retreat without recourse to repayment for said retreat. Circumstances that may warrant exclusion from a retreat include (without limitation):

- Intoxification
- Use of recreational drugs
- Abusive or disrespectful behaviour

Should any party be removed under such conditions, Simply Soulful Retreats will not be liable for any losses incurred as a result and is also entitled to be recompensed for any reasonable costs arising from removal of the party involved.

11. INSURANCE

Simply Soulful Retreats is covered to a level of £3,000,000 for public liability for all of the following therapies: Yoga, SUP Yoga, Meditation, Reiki (both practitioner and teacher), Indian Head Massage, On-site Massage, Body Massage, Aromatherapy, Reflexology, Thermal-Auricular Therapy, SUP Instruction, Nutrition Guidance.

A copy of liability insurance and any certificates of qualification are available on request. **Participants are strongly advised to provide their own personal, medical and cancellation insurance cover.** For international retreats participants are advised to also ensure full coverage against cancellation of a retreat. Please refer to clauses 7, 8, 9 and 10.

12. LIABILITY

Simply Soulful Retreats is not responsible for loss or damage to the personal property of the participant (including and not limited to vehicles, luggage, personal possessions). The participant recognises that attendance of a Simply Soulful Retreats retreat in no way qualifies him/her to teach the retreat content. It is not intended that any techniques taught on a retreat will in any way qualify those participants to instruct any third party, and no warranty is made to that effect. (Reiki practitioners who have qualified as Reiki Master Teachers following a course of study with Simply Soulful Retreats will receive a certificate stating that they are qualified to teach). Simply Soulful Retreats hereby excludes any liability it might have to any third party in respect of any injury, illness, death, loss, damage or costs suffered or incurred by that third party, in its reliance on any skills taught by any participant(s) on the basis, of having attended a retreat run by Simply Soulful Retreats.

13. COMPLAINTS

In the unlikely event that a participant has cause for complaint about anything experienced during a Simply Soulful Retreat, the complaint should, in the first instance, be made during the event to enable corrective action to be taken if necessary. The participant acknowledges that it is unreasonable to not raise an issue during a retreat and then complain later. Should a problem not be resolved satisfactorily during the retreat, a complaint should be made in writing within 28 days or the complaint will not be upheld.