

These terms and conditions apply to all our retreats in the UK & abroad, they apply to all students and cannot be varied.

- **Bookings:** All bookings are provisional until payment in full has been received. Places cannot be held without a deposit. Bookings made within the 4 weeks prior to the retreat must be paid in full when booking. The organiser reserves the right to offer discretionary discounts and this does not affect the status of any guests who have paid the full price and no discount will then become due to them.
- **Payment:** 50% deposit required on booking with the full balance due 30 days before the retreat, if full payment is not received by this date you may lose your place, no refunds will be given. Your place is not confirmed until the balance has been paid in full. If the monies are not received when due, we reserve the right to offer your place to another delegate. All deposits and monies received are non-refundable and non-transferable.

Payment can be made via BACS Spirituality Ltd (Natwest) 60-10-37 13642847 or Unique Soul Healing (Santander) 98393687 09-01-28 with your surname as the reference or by debit/credit card over the phone with Tracy +44(0)1227749759.

If you are paying from a country outside the UK please contact us for the IBAN and SWIFT numbers to pay by BACS. If BACS payments are not correctly identified you may miss out on a place, no compensation will be offered but a refund in full will be given.

- **Arrival:** Delegates should ensure they will arrive in plenty of time for the retreat start of 9am. The Grand Hotel may be able to offer you accommodation for the night before the retreat, but this will be an additional cost met by you and not us the organiser.
- **Departure:** Classes will finish by lunchtime on the last day, it is your responsibility to ensure your travel home is after the classes are finished.
- **Accommodation:** The rooms are twin rooms and unless you book with friends/family you may be sharing with someone you don't know. There is a £55 supplement if you wish to have single occupancy, please be aware there are only 5 single occupancy rooms. Any downgrading of accommodation by the delegates will not entitle them to a refund or partial refund. In the event of an accommodation upgrade additional supplements may be charged. All upgrades if requested will be subject to availability.
- **Cancellation:** Should the organisers cancel the retreat; you will be refunded less an admin fee of £50.
- **Food/Diet:** Please advise the organisers if you have any special dietary requirements such as vegan, vegetarian, coeliac, dairy intolerances etc. All allergies and dietary requirements should be disclosed on the booking form

- **Disabled Delegates:** Although the venue is designed to accommodate those with disabilities we recommend you contact us to discuss your personal needs so we can ensure the venue will be suitable for you. Any bookings made where this has not been addressed will be ineligible for a refund or compensation.
- **Classes:** The retreat needs to be taken for the duration of the retreat and cannot be attended in part only. The organisers reserve the right to ask any delegate being disruptive, rude or causing upset to other delegates to leave, in this event there will be no refunds. Any delegates refusing to adhere to the Health & Safety rules may be asked to leave with no refunds given in part or full.
- **Day students:** The retreat is fully residential only, this is so you get the maximum benefits of the retreat and the transformations you wish to facilitate.
- **Residential:** The retreat fees include overnight accommodation, breakfast, lunch and dinner and refreshments such as tea, coffee, water & juice, all other food and drink is the delegates responsibility.
- **Travel:** Delegates are responsible for travelling to the retreat. Booking fees do not include transfers, public transport or air fare where applicable unless otherwise stated. The organisers are not responsible for your travel arrangements, this includes but is not limited to your flight costs, cancellations or transfers whether in the UK or abroad. In the event of travel disruptions through strike action, acts of God, delays or cancellations that result in you missing some or all of the retreat no refunds will be given. It is the delegates responsibility to ensure their passport and travel documents are valid for travel, any inability to travel due to lost, missing or out of date documents will not be the organisers responsibility and no refunds or compensation will be given in the event any or all of the retreat is missed.

The organisers will not be responsible for any extreme failures beyond it's control, including but not limited to natural disasters, war, acts of God, closure of airports, civil strife & unrest, accidents, terrorism, or failures to perform by third parties, including suppliers and subcontractors. The organisers will not be liable to compensate the client for an injury whether perceived or actual, nor for loss or damage.

- **Personal Belongings:** Loss or damage to any personal items during travel to and from the retreat or during the retreat is the responsibility of the delegate at any time whether in the UK or abroad.
- **Insurance:** It is recommended that all delegates hold the required insurances for travel, healthcare and belongings away from home. The organisers accept no liability for loss, damage, injury or illness whether at the retreat or travelling to and from the retreat.

- **Course Content:** Content for this retreat is subject to changes with no notice to delegates as it is based on the delegates and their needs on the retreat. Failure to participate in the training and workshops will be excluded from any refunds whether partial or in full.