

## **Beat of My Heart Retreat: Terms and Conditions 2024**

### **1. Booking**

(a) Your booking is not considered definite until we receive your deposit. By booking your space at this retreat you are accepting the following terms and conditions.

(b) We do not share attendee details with any third parties.

### **2. Payment**

(a) The amount of £250 must be paid as your deposit (non-refundable) as soon as possible

(b) spaces are given on a first-come basis

(c) The remaining amount is due by **Monday 5th August 2024** at 11:59 pm (BST).

Payment can be paid by bank transfer or PayPal ( if requested). If the full payment is not made by **Monday 5th August 2024** at the above time it will be assumed that you have cancelled your booking.

( c )We can not hold any spaces. If spaces are filled before the payment deadline, you will be informed and placed on our waiting list.

### **3. Your Travel Arrangements**

All travel arrangements are your responsibility and at your 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.

### **4. Travel Insurance**

Travel insurance is recommended. If you choose to buy insurance please ensure that your travel insurance covers the activities of this retreat as well as unexpected cancellations, sickness, losses and all other risks associated with traveling and taking part in the retreat.

### **5. Your Health**

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

**(b) Please advise us of any mental or physical health conditions, allergies, and dietary requirements before you book.**

**If you have any health conditions that may be affected by the activities offered on our retreats we reserve the right to advise you to desist and in the interests of your health, or others, we may decline your stay at our retreats.**

(c) Whilst all measures are taken to ensure a high standard of health and safety, we are situated in the countryside where the land is uneven and we shall not be responsible for any injuries caused by uneven terrain.

## **6. Coronavirus**

(a) You acknowledge that you are choosing to travel at a time where you may be exposed to the COVID-19 virus. We will take all reasonable steps to ensure your safety and may require you to follow additional safety protocols on the retreat. It is your own responsibility to acquaint yourself with all relevant travel information, including applicable health risks, and the nature of your itinerary. You acknowledge that your decision to travel is made in light of this information and you accept that you are aware of the personal risks associated with such travel. We accept no liability in relation to these additional risks. We will not be held liable for any guest contracting the COVID-19 virus.

(b) By booking a retreat with us you acknowledge and understand that over the coming months there is the risk of further government travel restrictions due to Covid-19, therefore a risk of cancellation

(d) If you display any COVID-19 symptoms at the retreat, you will be asked to take a lateral flow test. If the test result is positive, it will be your responsibility to leave the venue as soon as possible within the guidelines set out by the Government at the time of the retreat.

It is important that you have travel insurance that covers medical costs incurred due to Coronavirus as we are unable to give any refunds under the conditions above

## **7. Cancellation by You**

(a) You (or any member of your party) may cancel your booking at any time, provided that the cancellation is made by the person submitting the booking form and is notified to us in writing. In the unlikely event that we have to cancel a retreat for any reason, you will receive a full refund. However, we are not able to cover additional travel expenses or any consequential expenses incurred as a result of any cancellation.

If you cancel before 30 days of the retreat and you are able to find someone to take your space a full refund will be offered. Otherwise, we are not able to offer you a full refund. If we have a waiting list, we will most certainly try and offer your space to others.

(b) 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 own insurance.

## **8. Amendments by Us**

Occasionally, changes may have to be made to the program 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 standard. If a significant change becomes necessary, we will inform you as soon as possible before your departure.

## **9. Cancellation by Us**

We reserve the right in any circumstances to cancel a retreat. In particular, our retreats require a minimum number of at least 75% of the participants to have booked by 30 days

before the start date. If this minimum number is not reached by that date we may cancel and refund payment to you.

### **10. 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 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. 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 of, or damage to, your personal property.

### **12. No Liability for Possessions**

The retreat venue will not be left empty and unlocked at any time. It is your responsibility to ensure that your possessions are kept safe at all times. This includes hired cars or other hired equipment. We cannot be held responsible for any loss or damage to personal belongings during the retreat.

### **13. Complaints**

If you have a problem during your retreat, please inform the retreat organisers immediately and she will endeavour to put things right. Please note that we cannot be held responsible for the individual behaviour of any group member or other guest sharing your accommodation.

### **14. Privacy Policy**

We do not share customer details with any third parties. Any personal information that you provide to us will be used only for the service you requested. This information is used only for administration of the site system and in the compilation of statistics used by us to assess the use of the site. This privacy policy does not cover the links within this site linking to other sites.

### **15. Photography**

You, for good and valuable consideration, the receipt of which is hereby acknowledged, hereby irrevocably authorize The Rabbani Project to use photographs of you and your property and authorize The Rabbani Project and its assignees, licensees, legal representatives and transferees to use and publish (with or without your name) photographs, pictures, portraits or images in any and all forms and media and in all manners including composite images or distorted representations, and the purposes of publicity, illustration, commercial art, advertising, publishing (including publishing in electronic form on CDs or internet websites), for any product or services, or other lawful uses as may be determined by the photographer. You further waive any and all rights to review or approve any uses of the images, any written copy or finished product. You are of full legal age and have read and fully understand the terms of this release.

If you have any issues with your photos being used on social media, please let us know before the retreat and we can accommodate to your request.