TERMS & CONDITIONS

The Ignite Wellbeing Events Retreat is subject to the following terms and conditions.
1. Terms of agreement
(a) By booking and attending a retreat with Ignite Wellbeing Events, you are agreeing to comply with and be bound by the following terms and conditions.
(b) The term 'Ignite Wellbeing' or ' or 'us' or 'we' refers to the owner(s) of the company and its teachers. The term 'you' or 'I' refers to the student or guest or user or viewer of our website and/or services. The terms 'retreat' or 'schedule' refers to all aspects of the services on offer, to include, but not be limited to, the classes, accommodation and activities.
(c) It is the customer's responsibility to check the reservation and ensure that the particulars contained therein are correct.
2. Booking procedure
(a) On making a booking with us, each person accepts the terms of these booking conditions.
(b) On submitting your booking form and deposit your place is confirmed. We will contact you to accept your booking and issue a request for final payment instructions. Your place is not confirmed until the deposit payment has been received. A request for the remaining balance will be issued 12 weeks before the retreat start date and will need to be paid no later than 10 weeks before the retreat start date. If the balance price of your retreat is not paid in time, we reserve the right to cancel your retreat and retain your deposit.
(c) If making your booking within 10 weeks from the retreat start date, the full balance will be due.
(d) Subject to clause 2(e), all payments are non-refundable. This includes deposit, remaining and full payments.
(e) A refund will only be issued if the retreat is fully booked and someone else can fill your space. A refund in this case is minus your deposit (40%). Any monies owed in this case will be paid to you one month after the retreat end date.
(f) We reserve the right to increase the price of the retreat before you submit your booking. Any change in price will be advertised to you before you book the retreat.
(g) We reserve the right to reduce the price of the retreat or run special offers at any time. Once you have made your booking and paid your deposit these price changes will not apply to you.
(h) Optional trips and treatments booked locally are not our responsibility and are at your own risk and cost.
3. Cancellation policy
(a) As stated in section 2(d) all payments are non-refundable. For this reason, we strongly recommend that you take out travel insurance to cover you in the event of any need to cancel at the last minute.
(b) Once the retreat has commenced, no refund or part refund or unused portion of your retreat will be repaid in the event of cancellation by you.
(c) In the event that the retreat is cancelled by either party, there will be no refund or compensation available from us for your flight costs, transfers and other associated costs.
(d) We reserve the right in any circumstances to cancel the retreat, in which case we will offer a refund in full of all monies paid (unless the reason for cancellation is force majeure, see clause 3(e)).

(e) Compensation will not be paid if we are forced to cancel or in any way change your holiday due to war, threat of war, invasion, riot, civil war, strike, rebellion, revolution, industrial dispute, terrorist activity, infectious disease/ epidemic, natural or nuclear disaster, fire, adverse weather conditions, technical or maintenance problems with transport, or other circumstances which amount to force majeure.
(f) We reserve the right to charge a cancellation fee of your deposit – usually £150 for UK retreats and £200 for abroad retreats if a guest decides to cancel a retreat for any reason.
(g) It is not possible at any stage to transfer your booking to another retreat or service.
(h) In the event of cancellation
If you cancel 1-49 days before the retreat you will be charged 100% of the retreat price.
If you cancel 50 or more days before the retreat deposits are still non-refundable.
4. Changes to retreat
(a) It is very unlikely that we will have to make any changes to your retreat, but arrangements are made many months in advance and changes may have to be made. We reserve the right to, within reason, change any information advertised at any time. We will advise you of any changes at the earliest possible date and aim to keep disruption to a minimum.
5. Surcharges
(a) Flights and transportation, are not included in the price of the retreat.
6. Insurance and health
(a) It is the guest's responsibility to inform the teacher of any injury/medical conditions when booking and before the start of every session. It is advisable that you consult a doctor or physician before attending the retreat to ensure you are sufficiently fit and healthy to undertake yoga classes and any other activity that has been arranged.
(b) If you experience any injury or discomfort during any activity organised for you, you must stop immediately and advise the teacher(s) accordingly.
(c) Should you be pregnant or are planning to be pregnant at the time of the retreat, please contact us to discuss before booking.
(d) We recommend all guests take up full travel insurance to cover medical expenses and personal belongings and should cover the type of physical exercise that will be undertaken. We hold no responsibility for illness, injury, death or loss or damage to personal belongings at any time (as per the liability waiver in section 7), nor will any compensation be issued in such case.
(e) We reserve the right to stop your participation in any activity, at any time, if we conclude that you are physically, mentally or emotionally unable to do so.
7. Liability waiver
(a) It is a requirement of anyone attending a retreat with Ignite Wellbeing to accept and abide by the following release of liability:
'I understand that, while the utmost care is taken, neither the individual teachers, Ignite Wellbeing nor the venue will be liable for any damage or injury resulting from my practice or use of the retreat centre, nor any loss or damage to personal belongings. I understand that classes may be physically strenuous and I voluntarily participate in them with the knowledge that there is risk of personal injury, property loss or death. I recognise that it is my responsibility to notify the teacher of any illness or injury before the start of fitness and yoga sessions and I will not perform

any posture to the extent of strain or pain. I will notify the teacher should I not want to be physically adjusted. I agree that neither I, my heirs, assigns or legal representatives will sue or make any other claims of any kind whatsoever against Ignite Wellbeing for any injury, property loss, or wrongful death, whether caused by negligence or otherwise.'
(b) The release of liability statement applies to the duration of the retreat and every yoga session or activity you participate in, whether in a group or private setting. If this statement is not accepted, your booking will be terminated and any monies paid in advance will not be refunded.
8. Right to refuse
(a) We reserve the right to dismiss or refuse entry to any session or the retreat at any time at the teacher's discretion with no refund being issued, in the event of breach of any of these terms and conditions, or disruptive behaviour.

9. Privacy policy
(a) We will not pass on your information to any third party or organisation outside of Ignite Wellbeing, without your permission. We respect your privacy.
(b) We will use your details to inform you of updates about the retreat, and any future events. You can unsubscribe at any time by selecting the unsubscribe button at the bottom of the email.
10. Passport and visa requirements
(a) You are responsible for ensuring that you have a valid passport with sufficient expiry date remaining and any necessary visas or required inoculations or other health requirements.

11. Complaints
(a) If you have a problem during your retreat, please inform a member of our team immediately, who will endeavour to put things right. If your complaint cannot be resolved locally, you must advise us in writing on your return. Please note that we cannot guarantee the proportion of male/female in any group, nor be responsible for the individual behaviour of any group member or other guest on your retreat.