

HARMANAS YOGA — TERMS AND CONDITIONS

Business identification

Dharmanas Yoga is operated by Nasthasia GUEDET, based in Tenerife, Canary Islands, Spain.

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Dharmanas Yoga provides yoga retreats, accommodation connected with those retreats, yoga and meditation classes, Reiki sessions, workshops, vegetarian meals, and holistic well-being experiences.

These Terms and Conditions apply to services booked directly with Dharmanas Yoga and to the delivery of retreats reserved through authorised partner platforms, including BookRetreats, BookYogaRetreats, Decathlon France or its relevant travel platform, and any other authorised booking partner.

By confirming a reservation, the person making the booking and each participating Guest agree to these Terms and Conditions.

Partner-platform bookings

When a reservation is made through a partner platform, the Guest also accepts the platform's conditions and the specific information displayed at the time of booking.

Your booking is subject to the payment and cancellation conditions displayed by the booking platform at the time of confirmation.

If there is a difference between these Terms and the confirmed platform booking conditions:

- the platform's conditions govern payments collected by the platform, platform fees, payment deadlines, cancellation procedures, and refunds processed by the platform;
- these Terms govern the accommodation, retreat programme, meals, health and safety requirements, Guest conduct, and services delivered by Dharmanas Yoga;
- the booking confirmation governs the confirmed dates, price, accommodation, occupancy, and included services;
- mandatory consumer rights always remain unaffected.

When a platform has collected the payment, requests concerning cancellation, modification, or reimbursement must normally be submitted through that platform.

1. Booking and confirmation

A direct booking is confirmed only after:

- Dharmanas Yoga has issued written confirmation;
- the required deposit or full payment has been received;
- the Guest has accepted these Terms; and
- any information reasonably required to organise the retreat has been provided.

A reservation made through a partner platform is confirmed according to the confirmation procedure used by that platform.

Guests must check the names, dates, accommodation, occupancy, price, and included services shown in their confirmation. Any error should be reported promptly to Dharmanas Yoga or the relevant platform.

A person booking on behalf of another Guest confirms that they have authority to provide that Guest's information and accept the booking conditions on their behalf.

2. Payment for direct bookings

A deposit equal to 20% of the total retreat price is required to secure a direct reservation.

The remaining balance must be paid no later than 30 calendar days before arrival. A direct booking made within 30 days of arrival must be paid in full at the time of confirmation.

If payment is overdue, Dharmanas Yoga will send a written reminder and allow the Guest five calendar days to complete payment. If payment remains outstanding, Dharmanas Yoga may cancel the reservation and apply the cancellation conditions stated below.

Any bank, currency-conversion, or international transfer fees are the responsibility of the Guest unless otherwise agreed.

For platform bookings, the deposit, payment schedule, service fees, currency, and payment method displayed and accepted on the platform apply.

3. Prices and included services

The retreat price includes only the accommodation, meals, classes, sessions, excursions, and services expressly identified in the "What's Included" section of the retreat description or booking confirmation.

Unless the confirmation expressly states otherwise, the price does not include:

- flights or ferry tickets;
- airport transfers;
- transportation to or from the retreat;
- car rental, taxis, buses, or private transportation;
- transportation during free time;

- travel, medical, or cancellation insurance;
- optional activities, treatments, or private sessions;
- meals or drinks not expressly listed;
- personal expenses.

Guests are responsible for arranging and paying for their own journey to and from the retreat.

Dharmanas Yoga may provide practical information about taxis, buses, car rental, or other transport options. Such information is provided for convenience and does not mean that transportation is included or organised by Dharmanas Yoga.

4. Accommodation

Accommodation is provided according to the description and occupancy confirmed at the time of booking.

The retreat house is divided into three independent apartments. Each confirmed accommodation reservation gives the Guest or couple private use of the apartment assigned to them. The garden, laundry facilities, entrance areas, and certain other facilities may be shared.

Unless otherwise stated, each apartment accommodates a maximum of two Guests travelling together. A Guest may not accommodate an unregistered person without prior written approval.

Guests must respect the property, neighbours, furnishings, equipment, and house rules.

Dharmanas Yoga may charge the Guest for proven damage, missing items, lost keys, or exceptional cleaning resulting from deliberate conduct, negligence, or misuse. Any charge will be reasonably justified and, where possible, supported by photographs, invoices, or other evidence.

5. Retreat programme and reasonable changes

The published programme represents the intended schedule. Class times, teachers, meals, workshops, excursions, locations, and activities may be reasonably adjusted because of:

- weather or ocean conditions;
- health or safety considerations;
- the participants' needs, level, or energy;
- instructor or external-provider availability;
- operational or organisational requirements;
- circumstances beyond the reasonable control of Dharmanas Yoga.

Dharmanas Yoga will make reasonable efforts to preserve the purpose, quality, and overall value of the retreat. When an included activity cannot take place, a suitable alternative will be offered whenever reasonably possible.

Minor changes that do not substantially affect the retreat do not create an automatic right to compensation.

If a significant part of the confirmed services cannot be provided, Dharmanas Yoga will inform the Guest promptly and offer the remedies required by applicable law.

6. Retreat formats and minimum participation

Individual and small-group packages

The following retreat packages do not require a minimum number of participants:

- Holiyoga retreats;
- Yoga & Surf retreats;
- personalised yoga retreats;
- other private or small-group packages, unless expressly stated otherwise in the offer.

These retreats may operate for one Guest at the confirmed individual rate or for several Guests at the applicable group rate.

If the published price is based on two or more participants and only one person books, any solo supplement must be clearly communicated and expressly accepted in writing before the reservation is confirmed. No supplement may be added after confirmation without the Guest's agreement.

Holiyoga retreat

The standard published price for a Holiyoga retreat is based on a minimum of two paying participants unless the offer expressly states otherwise.

If only one participant is confirmed, the Guest may choose between:

- paying a **€250 solo-retreat supplement** so that the retreat can operate as an individual customised experience;
- transferring the booking to another available date;
- accepting a retreat credit; or
- receiving a full refund of the amount paid.

The €250 supplement will never be charged without the Guest's express written agreement.

If the minimum is not reached and the Guest does not accept the solo option, Dharmanas Yoga will notify the Guest no later than 20 days before the retreat begins.

Themed group retreats

Themed group retreats require a minimum of five participants unless a different minimum is stated in the retreat description.

If the required number has not been reached 60 days before the scheduled starting date, Dharmanas Yoga may cancel the retreat. The Guest may choose:

- a full refund of all payments received by Dharmanas Yoga; or
- a transfer of the full amount paid to another available retreat.

When a booking was made through a partner platform, the refund or modification will be coordinated according to that platform's procedures.

7. Meals and dietary requirements

Meals are included only when expressly stated in the retreat description or booking confirmation.

Guests must communicate allergies, intolerances, medical dietary requirements, and important dietary restrictions before confirming the booking or as soon as they become aware of them.

Dharmanas Yoga will make reasonable efforts to accommodate requirements communicated in advance. However, meals may be prepared in a kitchen where allergens are handled, and the complete absence of allergens or cross-contamination cannot be guaranteed.

Guests with severe or potentially life-threatening allergies must contact Dharmanas Yoga before booking so that it can be determined whether their needs can be accommodated safely.

Menus may be adapted according to seasonal availability while maintaining the general quality and dietary approach advertised.

8. Health and participation

Participation in yoga, meditation, breathwork, Reiki, excursions, and other activities is voluntary.

Guests are responsible for considering whether an activity is suitable for their physical and mental condition. They must confidentially disclose any relevant injury, pregnancy, allergy, medical condition, medication, mobility restriction, or other limitation before participation.

Guests should obtain medical advice when they are uncertain about their ability to participate.

Teachers may modify a practice, propose an alternative, or ask a Guest not to participate when reasonably necessary for safety.

Dharmanas Yoga provides well-being experiences and does not provide medical diagnosis, psychotherapy, physiotherapy, or clinical treatment. No specific physical, therapeutic, emotional, or spiritual result is guaranteed.

Nothing in this section excludes Dharmanas Yoga's legal duty to provide its services with reasonable care and skill.

9. Reiki and individual appointments

Reiki treatments, massages, consultations, and other individual sessions are included only when expressly stated.

Appointments must be arranged in advance and remain subject to availability.

A Guest who expects to be late or unable to attend must provide as much notice as reasonably possible. Dharmanas Yoga will attempt to reschedule the session, but an appointment missed without reasonable notice may be considered used and may not be refundable.

10. Optional activities and external providers

Optional activities and treatments are not included unless expressly stated in the booking confirmation.

When an optional activity is booked and paid for directly with an independent provider, that provider's own payment, insurance, safety, cancellation, and liability conditions apply.

Dharmanas Yoga is not responsible for the performance of an independently booked service merely because it supplied the provider's contact details.

When an external service is expressly included in the retreat sold by Dharmanas Yoga, Dharmanas Yoga will fulfil the responsibilities imposed upon it by applicable consumer law.

11. Cancellation and modification by the Guest

All cancellation or modification requests for direct bookings must be submitted in writing to nasthasiaguedet@dharmantasyoga.com.

The date on which Dharmanas Yoga receives the written request determines the applicable cancellation period.

This policy applies to Holiyoga, Yoga & Surf, personalised yoga retreats, and other packages booked directly with Dharmanas Yoga.

Cancellation more than 60 days before arrival

When the cancellation request is received 61 days or more before arrival, all amounts paid, including the 20% deposit, will be refunded.

Any non-refundable transaction or bank charges may be deducted where permitted by law and supported by evidence.

Instead of a refund, the Guest may choose to transfer the full amount paid to another available retreat.

Cancellation less than 60 days before arrival

When cancellation occurs 60 days or less before arrival, the 20% booking deposit is non-refundable in cash.

However, the full value of the retained deposit will automatically be converted into a retreat credit that the Guest may use toward a future Dharmanas Yoga retreat.

In addition to the retained deposit, the following cancellation charges apply to the total confirmed retreat price:

- ****31 to 60 days before arrival:**** 50%;
- ****15 to 30 days before arrival:**** 75%;
- ****14 days or less before arrival:**** 100%;
- ****No-show:**** 100%.

Any amount paid above the applicable cancellation charge will be refunded. The portion corresponding to the original 20% deposit will remain available as a retreat credit, even when it forms part of the cancellation charge.

Conditions of the deposit credit

The credit corresponding to the retained deposit is:

- valid for 12 months from the original retreat starting date;
- redeemable once;
- subject to retreat and accommodation availability;
- applicable to Holiyoga, Yoga & Surf, or another eligible Dharmanas Yoga retreat;
- applicable toward a retreat of equal or greater value;
- subject to payment of any price difference;
- not exchangeable for cash.

The credit may be transferred to another eligible participant with prior written approval from Dharmanas Yoga.

If the replacement retreat costs less than the available credit, the unused balance will not normally be refunded or carried forward unless otherwise agreed in writing or required by law.

Modification requested by the Guest

A request to change the retreat dates is subject to availability and must be confirmed in writing.

When a change is requested more than 60 days before arrival, Dharmanas Yoga will make reasonable efforts to transfer the booking without a modification fee.

When a change is requested 60 days or less before arrival, Dharmanas Yoga may treat the request as a cancellation and rebooking. Any non-recoverable costs already committed to accommodation, meals, instructors, surf lessons, or external providers may be deducted where permitted by law.

Yoga & Surf packages

Surf lessons are subject to ocean, weather, and safety conditions, as well as the availability and operating conditions of the surf school.

If a surf session cannot take place safely, Dharmanas Yoga and the surf provider will first attempt to:

- reschedule the session during the retreat;
- offer a suitable alternative activity; or
- issue a credit for the affected surf session.

If the surf component cannot be delivered or reasonably replaced, the Guest will receive the remedy required by applicable law for the unused service.

A Guest who voluntarily decides not to participate in a scheduled surf session is not automatically entitled to a refund. The surf school's own cancellation conditions may apply when the activity was contracted and paid for directly with that provider.

Adjustment of cancellation charges

Where required by applicable consumer law, cancellation charges will be adjusted to reflect:

- the actual costs incurred by Dharmanas Yoga;
- costs that were avoided because of the cancellation;
- amounts recoverable from external providers;
- whether the accommodation or retreat place was resold.

Nothing in this section limits any mandatory right to cancel, transfer the booking, receive assistance, or obtain a refund under applicable Spanish or European consumer law.

12. Platform cancellations and modifications

For bookings made through BookRetreats, BookYogaRetreats, Decathlon France, or another partner platform, cancellation and modification requests must normally be submitted through the original platform.

The payment, cancellation, modification, and refund conditions displayed and accepted at the time of confirmation apply.

Dharmanas Yoga cannot directly refund funds collected or held by a partner platform. The refund must be requested and processed through the platform that received the payment.

Any additional flexibility offered by Dharmanas Yoga—such as a date change, replacement participant, or retreat credit—must:

- be confirmed in writing;
- remain subject to availability;
- comply with the relevant platform's procedures;
- be coordinated with the platform where necessary.

A discretionary exception offered for one reservation does not create an automatic entitlement for another Guest.

Mandatory consumer rights remain unaffected.

13. Exceptional personal circumstances

Guests are strongly encouraged to purchase travel and cancellation insurance covering illness, injury, bereavement, flight disruption, and other unexpected events.

In cases of documented serious illness, bereavement, or a comparable exceptional circumstance, Dharmanas Yoga will consider the Guest's situation with care and may offer additional flexibility.

Any commercial solution offered under this section is assessed individually and does not create an automatic entitlement unless required by law.

14. Cancellation or significant changes by Dharmanas Yoga

If Dharmanas Yoga cancels a retreat for a reason other than the Guest's breach of contract, the Guest may choose between:

- a full refund of all amounts received by Dharmanas Yoga; or
- an alternative date or retreat of equivalent value, subject to availability.

If the alternative costs less, the difference will be refunded. If it costs more, the Guest may choose whether to pay the difference.

If a significant change becomes necessary before arrival, Dharmanas Yoga will inform the Guest promptly and explain the available alternatives, including any right to terminate and receive a refund under applicable law.

Dharmanas Yoga is not responsible for platform fees retained by a partner platform unless applicable law or the platform agreement provides otherwise.

15. Unavoidable and extraordinary circumstances

An unavoidable and extraordinary circumstance is an event beyond the reasonable control of the affected party whose consequences could not have been avoided despite taking reasonable measures.

This may include severe natural events, government restrictions, serious public-health emergencies, major transport disruption, civil unrest, or other comparable circumstances.

Dharmanas Yoga will make reasonable efforts to adapt, postpone, or replace affected services.

If the booking is legally classified as a package and unavoidable and extraordinary circumstances significantly affect its performance or the journey to the destination, the Guest retains any statutory right to terminate without a cancellation charge and obtain the refund required by law.

This section does not exclude any mandatory right to assistance, refund, price reduction, or compensation.

16. Late arrival, early departure, and unused services

No refund is normally provided for:

- voluntary early departure;
- late arrival;
- missed classes, meals, appointments, or activities;
- services declined by the Guest;
- personal changes of schedule;
- inability to attend resulting from the Guest's own travel arrangements.

This does not apply when the service was not provided as confirmed or when a refund or price reduction is required by law.

17. Guest conduct and safety

Guests must behave respectfully toward teachers, staff, hosts, residents, external providers, other participants, neighbours, and the local community.

Dharmanas Yoga may restrict participation or require a Guest to leave if their behaviour is abusive, discriminatory, illegal, seriously disruptive, or creates a genuine safety risk.

Whenever reasonably possible, the Guest will first be informed of the concern and given an opportunity to correct their behaviour.

No refund will normally be provided when exclusion is reasonably justified by serious misconduct, subject to applicable law.

18. Liability and personal belongings

Dharmanas Yoga will provide its services with reasonable care and skill and accepts liability where it cannot legally be excluded or restricted.

Dharmanas Yoga is not responsible for loss resulting directly from:

- incorrect or incomplete information provided by the Guest;
- failure to follow reasonable safety instructions;
- the Guest's negligent, reckless, or unlawful conduct;
- an independent service contracted directly by the Guest;
- circumstances that could not reasonably have been prevented.

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud, intentional misconduct, or any other liability that cannot legally be excluded.

Guests remain responsible for their passports, travel documents, money, electronic devices, jewellery, and other personal belongings.

19. Travel and insurance

Transportation to and from Tenerife and the retreat is not included.

Guests are responsible for ensuring that they hold the travel documents, visas, authorisations, and insurance appropriate to their circumstances.

Travel insurance including medical treatment, emergency assistance, personal liability, cancellation, and interruption cover is strongly recommended.

20. Complaints

Guests should report any concern as soon as reasonably possible during the retreat so that Dharmanas Yoga has an opportunity to investigate and propose a solution.

21. Personal data

Dharmanas Yoga processes personal information for :

- booking and payment administration;
- communication with Guests;
- delivery and organisation of the retreat;
- health and safety;
- legal and accounting compliance.

Health, allergy, and dietary information will be collected only when reasonably necessary to provide the retreat safely and will be handled confidentially.

Information may be shared with payment providers, booking platforms, professional advisers, or service providers only where necessary and subject to applicable data-protection requirements.

Guests may exercise their data-protection rights by contacting nasthasiaguedet@dharmanasyoga.com.

Marketing communications and the use of identifiable photographs or videos require separate consent and are not conditions of participation.

Further information must be provided in Dharmanas Yoga's separate Privacy Policy.

22. Photographs and promotional material

Dharmanas Yoga will not use an identifiable Guest's image for marketing purposes without prior permission.

Guests may withdraw their consent for future use by contacting Dharmanas Yoga in writing. Withdrawal does not affect material already lawfully published before the request was received where immediate removal is not reasonably possible.

Guests must also respect the privacy of other participants before taking or publishing photographs or recordings.

23. Package-travel rights, where applicable

Depending on the services included, the way they are combined, their value, and how the retreat is marketed or sold, a reservation may fall within the Spanish and European rules governing package travel or linked travel arrangements.

Where those rules apply, their mandatory provisions take precedence over any conflicting provision in these Terms.

Dharmanas Yoga will provide any legally required pre-contractual information, insolvency-protection details, standard information forms, and traveller rights applicable to the booking.

Nothing in these Terms is intended to exclude a legal classification or consumer protection that applies to the retreat.

24. Applicable law and jurisdiction

These Terms are governed by Spanish law.

Any dispute will be handled by the court, consumer authority, or dispute-resolution body having jurisdiction under applicable law.

Nothing in these Terms requires a consumer to waive the mandatory protections or jurisdiction rights available in their country of residence.

If one provision is found invalid or unenforceable, the remaining provisions will continue to apply.

25. Acceptance of the Terms

By confirming a booking, the Guest acknowledges that they have:

- received and reviewed the retreat description;
- checked the included and excluded services;
- read and accepted these Terms;
- provided relevant information truthfully;
- understood the nature of the retreat;
- agreed to participate voluntarily.

Final statement

Dharmanas Yoga offers intimate, nature-based experiences centred on yoga, mindful living, nourishing food, rest, and personal reconnection.

The retreats provide individual attention and holistic well-being practices but do not constitute medical, psychological, or clinical treatment.