

KALIYOGA.COM - T&C for Decathlon Customers - 28 August 2025

Cancellation by the customer

- i. Once a booking has been accepted, refunds are subject to our cancellation policy and subject to limitations of our liability to you.
- ii. Written notice of cancellation must be given by email to enquiry@kaliyoga.com. Cancellation must be made by the person(s) who submitted the booking form. Cancellation will take effect at the time such notification is received and your booking will be released subject to the cancellation policy terms.
- iii. When a cancellation is notified more than 30 days before check-in, a full refund is given minus 5% cancellation fee.
- iv. When cancellation occurs within 30 days or less before your check in, we give you three options:
 - (iv.1). Defer to new dates: you may cancel and defer your booking to new dates with a 15% cancellation fee.
 - (iv.2) Substitution: supply another person to purchase your cancelled booking - then you would receive a full refund minus 15% cancellation fee.
 - (iv.3) Forfeit: if you must cancel within 30 days before check in and the alternative options are not possible for any reason, the total value of your booking is forfeit.
- v. Non-attendance: in the event of non-attendance by you or your proxy, including failure to advise Kaliyoga of your intention to cancel, no refund or part refund will be given and there will be no refund for any unused portion of your booking.
- vi. Travel Restriction: if you are unable to attend due to quarantine or state of emergency or travel ban, you may change your dates with a 20% arrangement fee; alternatively you may request a refund minus your deposit and 25% arrangement fee.
- ix. Your booking is for the stated period. Once the event has started, in the case of cancellation or non-attendance by you, no refund or partial refund will be given. There are no refunds for an unused activity or period of the booking.
- x. Customer indemnifies Kaliyoga against claims for financial loss caused by events beyond Kaliyoga's control.
- xi. If you are unable to attend or complete your stay due to quarantine or state of emergency or travel ban, you may re-book your stay with a credit voucher and a 25% admin fee.

Cancellation by Kaliyoga

- i. Kaliyoga reserves the right to cancel, postpone or re-schedule retreats due to circumstances beyond our reasonable control including low occupancy.
- ii. In the unlikely event that Kaliyoga has to curtail or cancel a retreat the lead booker will be contacted immediately by email and all pre-paid monies will be refunded.

Our liability to the customer

- i. Kaliyoga accepts responsibility for ensuring that our contractual services are provided to a reasonable standard and our events are supplied as described.
- ii. Staff including teachers and course leaders may may change at Kaliyoga's discretion.
- iii. We are not responsible for the proportion and number of male/female guests in any group. We are not responsible for the individual behaviour of any guest.
- iv. We will make reasonable effort to accommodate all customers but if we think that a customer's behaviour is disrespectful or upsetting to staff and/or other customers, we reserve the right at our discretion to cancel that customer's booking and ask them to leave.
- v. Activities on site and off site are undertaken at your own risk including yoga, hill walking, horse riding. We are not liable for any injuries that you may incur. We are not liable for any medical or psychiatric conditions which may develop during or subsequent to your booking. We are not liable for loss of, or damage to, your personal property.
- vi. We do not accept 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, national state of emergency, health epidemic, unforeseen changes in your personal circumstances or other events beyond our control and you agree to indemnify Kaliyoga against claims for financial loss caused by such events.

Travel

- i. Your travel arrangements are your responsibility and at your own cost.
- ii. Kaliyoga is not responsible 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.
- iii. Flights, travel, airfares, shuttles, transfers and travel insurance are not included in the price of your booking, unless otherwise stated in the terms of your booking.
- iv. Elements of your itinerary that require transfers and/or shuttle services will be arranged between you and a local contractor who may engage the services of other local operators and/or sub-contractors. You agree to pay the contractor directly for their services and enter a private contract for which the contractor's terms and conditions apply. Kaliyoga will not be liable for the acts or omissions of any independent contractors and Kaliyoga's liability will not exceed that of any contractor.

Travel Insurance and Health

- i. Travel Insurance Cover is a pre-condition of booking. Kaliyoga's booking form includes a required field that states the lead booker will have an appropriate travel insurance that covers the activity of the event as well as unexpected cancellation, sickness, losses and flight changes.

iv. UK residents: European Health Insurance Cards - please check that your EHIC card is valid for your period of travel. Otherwise, apply for a Global Health Insurance Card (GHIC) that covers medical treatment in Europe, but not ambulances or residential charges for hospital stays.

Group Bookings

i. Where a booking is made on behalf of several individuals the booking is conditional on the person who fills out the booking form to have authorisation from all the individuals named on the booking form to enter into this contract. A deposit for every group member is required. If any member of the group can not come for any reason, their deposit is forfeit unless cancellation is given in writing in excess of 28 days before the start date of their booking.

Medical Conditions / Pregnancy

i. If you have a medical condition, serious or otherwise, you **MUST** inform us in writing at the time of booking and provide a letter from your GP confirming that it is safe for you to attend a KaliYoga event with our advertised diet, yoga classes & and other physical activities that we arrange at your request (e.g. horse riding, hill walking etc.). In the interests of your well-being we may at our discretion decline your stay at Kaliyoga.

ii. If an emergency arises we will do everything in our power to assist you but Kaliyoga is not responsible for the outcome of any such emergency.

iii. 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.

iv. In the case of a medical emergency we will drive the guest to the Orgiva health centre free of charge. If a hospital transfer is required by ambulance, we will chaperone the guest to the hospital in Granada or Motril to assist with translation for a flat fee of €300.

v. Pregnancy: it is not advisable to practice yoga during the first trimester, particularly with any history of miscarriage. If you have been a regular yoga practitioner for several years and your internal muscles are used to yoga postures and if you have a letter from your doctor stating that it is safe for you to engage in the activities that we provide, then you may attend a Kaliyoga retreat during your second and third trimester. Guidance from our yoga teacher must be observed.

vi. Please note that staff members are not permitted to apply medication on your behalf.

Alcohol - Food – Allergies – Medication

i. Kaliyoga's kitchen is 100% vegetarian with vegan, gluten free and lactose free options.

ii. If you have a serious dietary allergy you must provide Kaliyoga with a note from your doctor or health practitioner stating the severity of your condition and the nature of any reaction that would occur if you consumed any ingredient to which you are intolerant. Directly on your arrival as a precaution you will remind the manager and kitchen staff about your dietary needs. You are responsible for your own dietary health and you must bring any personal medication with you. If we can not cater to your allergy needs we may need to decline your booking for your own health and safety.

iii. We are not responsible for adverse reaction to ingredients that you consume.

- iv. You must let us know if you take prescribed anti-depressants or if you are epileptic.
- v. Alcohol is not permitted on the premises.
- vi. If you are under the influence of drink or drugs at any time, the experience of your retreat will be tied to that mental state and therefore your retreat will be compromised therefore we reserve the right to terminate your booking in regard to possession of alcohol or drugs on site.

Mobile phones and portable devices

- i. Retreats are designed for people to be quiet and reflective. This is not a work environment.
- ii. In the interests of creating a positive retreat atmosphere for all guests, portable devices including mobile phones and tablets should not be used at the dining table nor in the yoga studio. The yoga teacher may at their discretion grant permission to take photos in the yoga studio. If you need to make phone calls and/or carry out work-related activities on a mobile device, please do so in the privacy of your room and not in the communal areas.
- iii. If you listen to music please use headphones and set the volume to a reasonable level that can not be heard by people around you.
- iv. In order to maintain guest privacy and confidentiality, photos and videos of your fellow guests may not be taken, stored, nor shared digitally without their prior permission.

Age / Gender

- i. All genders are welcome. The minimum age of any participant is 16 unless otherwise agreed in writing at our discretion. There is no maximum age.

Legal Jurisdiction

Any use of the Kaliyoga website www.kaliyoga.com or any related Kaliyoga website will be subject to our terms & conditions and will be subject to the laws of **Spain** and the courts of **Spain** shall have exclusive jurisdiction in relation to any disputes.