

Yoga Retreat Terms & Conditions

These terms and conditions apply to retreats organised by **Primal Health Yoga Retreats at Gîtes de Source, Charente-Maritime, France.**

By making a booking and paying a deposit, you confirm that you have read and accepted these terms and conditions.

1. Booking and payment

A booking is confirmed once the required deposit has been received.

The remaining balance must be paid by the date specified at the time of booking. If the balance is not received by this date, we reserve the right to cancel the booking and retain the deposit.

2. Cancellation by the guest

We understand that circumstances can change, and we aim to deal with cancellations fairly and reasonably.

- **More than 30 days before the retreat start date:** you may cancel your booking and receive a **full refund of all payments made.**
- **Less than 30 days before the retreat start date:** payments are normally **non-refundable**, as by this stage we will have committed to accommodation, food and other arrangements for the retreat.

However, we appreciate that unexpected and exceptional circumstances can arise. **Every situation will be considered individually**, and at our discretion we may offer a full or partial refund where there are genuine exceptional circumstances.

Where possible, we will always try to find a fair solution. If you are unable to attend, you may also contact us to discuss whether your place can be transferred to another person, subject to our agreement and any practical considerations.

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3. Cancellation or changes by Primal Health Yoga Retreats

We make every effort to ensure that retreats take place as advertised. However, in exceptional circumstances, we reserve the right to cancel or make reasonable changes to a retreat.

If we have to cancel a retreat, you will receive a **full refund of the amount you have paid to us.**

Our liability in the event of cancellation is limited to the amount paid directly to Primal Health Yoga Retreats. We cannot be responsible for flights, trains, car hire, accommodation booked independently, travel expenses or other costs incurred by guests.

We strongly recommend that guests take out appropriate **travel insurance**, including cancellation and curtailment cover.

4. Health and physical activity

Yoga, Pilates, walking and other activities offered during the retreat involve physical activity. Guests are responsible for informing us in advance of any relevant health conditions, injuries,

physical limitations, pregnancy, medication or other circumstances that may affect their participation.

Our classes are suitable for different levels of experience and modifications can generally be offered. However, guests should always work within their own abilities and are encouraged to rest or modify an exercise whenever necessary.

Participation in any activity is voluntary, and guests are responsible for deciding whether an activity is appropriate for them.

Our yoga, Pilates, nutrition and wellness sessions are intended for general wellbeing and are **not a substitute for medical advice, diagnosis or treatment.**

5. Accommodation

Guests are asked to treat the accommodation, studio, pool and surrounding property with care and respect.

Any significant damage caused deliberately or through negligence may be charged to the guest.

Guests are responsible for their personal belongings. We cannot accept responsibility for loss, theft or damage to personal possessions.

6. Alcohol and behaviour

We ask all guests to behave respectfully towards other participants, the hosts and the property.

We reserve the right to ask a guest to leave the retreat without refund if their behaviour is considered seriously inappropriate, threatening, disruptive or likely to negatively affect the safety or wellbeing of others.

7. Food and dietary requirements

We provide primarily vegetarian meals using fresh, local and, where possible, organic ingredients.

Guests should inform us of any allergies, intolerances or specific dietary requirements **at the time of booking**. We will do our best to accommodate reasonable dietary requirements, but we cannot guarantee that our kitchen or food preparation environment will be completely free from allergens.

8. Travel and arrival

Guests are responsible for arranging and paying for their own travel to and from Gîtes de Source unless a specific transfer has been agreed and paid for as part of the booking.

We will provide arrival information and directions in advance of the retreat.

9. Photography

We may occasionally take photographs during a retreat for use on our website or social media. We will always respect guests' privacy and will not knowingly publish identifiable photographs of a guest without their permission.

Guests are also asked to respect the privacy of other participants and not to photograph or share images of other guests without their consent.

10. Personal responsibility

Guests participate in the retreat and its activities at their own discretion and responsibility.

By attending, guests agree to follow reasonable instructions given by the retreat organisers and to inform us if they feel unwell, injured or unable to participate safely in an activity.

11. Special circumstances

We recognise that every situation is different. If you need to cancel or change your booking because of an unexpected personal circumstance, please contact us as soon as possible.

Although our standard cancellation policy applies, **we will always consider individual circumstances sympathetically and on a case-by-case basis**. Where appropriate, we may offer a full or partial refund, transfer of a booking, or another reasonable solution.

12. Contact

If you have any questions about these terms and conditions, please contact us before booking:

Primal Health Yoga Retreats

Gîtes de Source

Charente-Maritime, France

Email: primalhealthyoga@gmail.com

These terms and conditions may be updated from time to time. The terms applicable to your booking will be those in effect at the time your booking is confirmed.