

Terms & Conditions

Last updated: 26-08-2026

These Terms & Conditions apply to all bookings made with Sharanam Retreats, operated by Aleid Warmelink and Doby van den Berg, a self-employed business registered in Spain, with its registered/business address at barri Vilartoli 7, 17751 Sant Climent de Sescebes, Girona, Spain.

Tax identification number X9817723N / X9817682V

Tourism registration number, where applicable: LLG-001096-40

By making a booking with Sharanam Retreats, you confirm that you have read, understood and accepted these Terms & Conditions.

Sharanam Retreats offers small-scale, personalised retreats and tourist accommodation in Spain. Depending on the retreat booked, the services may include accommodation, yoga, meditation, coaching, wellbeing activities, meals and/or other activities described in the individual retreat program.

Booking and contract formation

A booking becomes binding when Sharanam Retreats has confirmed the booking in writing and the required deposit or other agreed payment has been received.

The booking confirmation will specify, where applicable:

- the dates of the retreat;
- the number of guests;
- the accommodation provided;
- the retreat programme;
- meals and other services included;
- the total price; the payment schedule;
- the applicable cancellation conditions.

The person making the booking is responsible for ensuring that all information supplied to Sharanam Retreats is accurate.

Where a booking is made on behalf of other participants, the person making the booking confirms that they are authorised to do so and that all participants have been informed of these Terms & Conditions.

Unless expressly stated otherwise, flights, travel to and from Sharanam Retreats, travel insurance, medical expenses, personal expenses and activities not specifically included in the booking are not included in the retreat price.

Prices and payment

All prices will be stated in euros and, where legally required, will include applicable taxes.

Unless otherwise agreed in writing, the deposit is payable at the time of booking and the remaining balance must be paid by the date specified in the booking confirmation.

If the balance is not received by the agreed due date, Sharanam Retreats may contact the guest to request payment and, where appropriate and legally permitted, treat the booking as cancelled in accordance with the applicable cancellation terms.

No additional charges will be made unless they have been disclosed to the guest or arise from additional services requested by the guest, damage caused by the guest, or other circumstances for which the guest is legally responsible.

Cancellation of a retreat by the guest

We understand that circumstances can change. Because our retreats are very small and we reserve accommodation, meals, preparation time and other services specifically for each guest, cancellations close to the arrival date results in costs that we are unable to recover.

If you need to cancel your retreat, please inform Sharanam Retreats in writing by email as soon as possible. The date on which we receive your written cancellation will determine the applicable refund. (for only room bookings the booking platform policy applies!)

-If you cancel more than 14 days before the scheduled start date of the retreat, a refund will be as stated in your booking confirmation or individual agreement.

-If you cancel between 14 days and 48 hours before the scheduled start date, 50% of the total retreat price will be refundable.

-If you cancel less than 48 hours before the scheduled start date, no refund can normally be claimed. Sharanam Retreats has the right to claim full payment.

When the booking is through a booking platform, like Bookyogaretreats or Booking or Airbnb or Decathlon or any other platform, additionally their own cancellation policy applies as well.

Cancellation due to illness or personal circumstances

Illness, injury, family circumstances, travel problems, changes in personal circumstances or inability to travel do not automatically entitle a guest to a refund outside the applicable cancellation policy.

For this reason, **guests are strongly encouraged to obtain appropriate travel and cancellation** insurance covering illness, injury, cancellation, interruption of travel and other unforeseen circumstances.

Where circumstances are exceptional, Sharanam Retreats may, at its discretion, offer a transfer to another retreat date or another reasonable solution. Such arrangements are discretionary and do not create an automatic contractual right.

A guest may request to transfer their booking to another person. Such a transfer is subject to availability, the suitability of the replacement guest for the retreat.

Cancellation or changes in a retreat by Sharanam Retreats

We make every reasonable effort to provide the retreat as described at the time of booking.

However, Sharanam Retreats may need to modify the programme, accommodation, activities, instructors or schedule where this is necessary because of circumstances beyond our reasonable control, operational requirements, safety considerations, illness, force majeure or other circumstances.

Where a change is material, we will inform the guest as soon as reasonably practicable and, where required by law, provide the remedies available under applicable law.

If Sharanam Retreats has to cancel a retreat before it begins for reasons for which the guest is not responsible, the guest will be entitled to a voucher or refund of amounts paid for services that will not be provided.

Sharanam Retreats will not be responsible for additional expenses incurred by the guest, such as flights, travel arrangements or other bookings. We strongly recommend that guests purchase travel insurance.

Arrival and departure

Guests are asked to respect the agreed arrival and departure times.

If a guest expects to arrive significantly later than the agreed arrival time, they should contact Sharanam Retreats as soon as possible. Arriving significantly later than the agreed arrival time, can result in waiting time for the guest until the arrival can be processed at an untimed hour.

Accommodation / house rules

Any special requirements should be communicated before booking.

The property is a private, small-scale retreat environment rather than a conventional hotel. Guests are expected to respect the peaceful nature of the property and the privacy of other guests. Guests agree to respect other guests, the hosts and any staff, the property and surrounding environment, reasonable quiet hours, safety instructions and the use of shared spaces.

Smoking is not permitted inside the accommodation.

Recreational drugs are not permitted on the property.

Excessive alcohol consumption, aggressive behaviour, harassment, threatening behaviour or behaviour that seriously disturbs other guests will not be tolerated.

Sharanam Retreats reserves the right, where reasonably necessary and legally permitted, to require a guest to leave the property in cases of serious misconduct or violation of the house rules. In such circumstances, no refund will automatically be due, without prejudice to the guest's rights under applicable law.

Yoga, exercise and other activities

Yoga, meditation, movement practices, walks and other physical or wellbeing activities offered during a retreat are undertaken voluntarily.

Guests are responsible for informing the instructor before participating of any relevant physical limitations, injuries, medical restrictions or other circumstances that may affect their ability to participate safely.

Guests should work within their own limits and stop an activity if they experience pain, dizziness, shortness of breath or other concerning symptoms.

Sharanam Retreats and its instructors will take utmost care in provided activities but cannot guarantee that participation will be free from risk.

Guests remain responsible for deciding whether they are physically able to participate in a particular activity and should seek professional medical advice where appropriate.

Coaching and wellbeing sessions

Some retreats may include coaching, wellbeing guidance, reflective practices or other personal-development sessions.

Unless explicitly stated otherwise, these services are intended for personal development and wellbeing and are not a substitute for medical, psychiatric or emergency care.

Medical conditions and special requirements

Guests are responsible for informing Sharanam Retreats before arrival of any relevant condition, allergy, dietary requirement, physical limitation or other circumstance that reasonably needs to be taken into account for the safe provision of the retreat.

Providing this information does not mean that Sharanam Retreats assumes responsibility for medical treatment or monitoring.

Guests must ensure that they bring any medication or medical equipment they require during their stay.

In an emergency, Sharanam Retreats may contact emergency services and/or the emergency contact provided by the guest.

Natural river pool, garden and property facilities

Use of the natural river pool, garden, paths, terraces and other property facilities is at the guest's own responsibility.

Children, where permitted, must be supervised by their accompanying adult.

Personal belongings

Guests are responsible for their personal belongings, valuables, money, documents and electronic equipment. We provide room keys for each guest room and lock the house at night or when away. Guests should not leave valuables unattended.

Damage to property

Guests are responsible for damage to the property, furnishings, equipment or other belongings caused intentionally or through negligent or unreasonable behaviour by the guest.

We will not charge guests for ordinary wear and tear. Where damage occurs, we will inform the guest and, where appropriate, provide reasonable evidence of the cost of repair or replacement.

Travel to and from Sharanam Retreats

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

Sharanam Retreats is not responsible for flight cancellations, delays, missed connections, strikes, traffic, lost luggage or other problems relating to independent travel arrangements.

Photos and marketing

We respect the privacy of our guests. Photographs or videos in which a guest can be identified will not be used for marketing purposes without the guest's appropriate consent.

Guests are asked not to photograph or record other guests without their permission.

Privacy and personal data

Personal information provided during the booking process will be processed in accordance with applicable data-protection legislation, including the EU General Data Protection Regulation (GDPR) and Spanish data-protection law.

Personal information may be processed for purposes including:

- managing the booking;
- communicating with the guest;
- providing accommodation and retreat services;
- fulfilling legal and administrative obligations;

- processing payments;
- complying with applicable accommodation registration requirements;
- responding to enquiries or complaints.

Further information about the processing of personal data is provided in our Privacy Policy:

Complaints

We want guests to have a positive experience and encourage guests to raise any problem with us as soon as possible during their stay so that we have a reasonable opportunity to resolve it.

If a complaint cannot be resolved informally, guests retain all rights available to them under applicable consumer law.

Consumer rights

Nothing in these Terms & Conditions is intended to deprive consumers of rights granted to them by mandatory provisions of Spanish, Catalan or European law.

Where a provision of these Terms & Conditions conflicts with a mandatory legal provision, the mandatory legal provision will prevail.

For accommodation bookings relating to a specific date or period, the statutory 14-day online withdrawal/right-of-cancellation period does not generally apply in the same way as it does to ordinary online purchases. The cancellation conditions applicable to the booking will therefore be clearly provided before the booking is completed.

Intellectual property

All original written materials, retreat materials, programmes, photographs, website content, branding and other intellectual property created by or for Sharanam Retreats remain the property of Sharanam Retreats or the relevant rights holder. They may not be copied, reproduced, distributed or commercially used without prior written permission.

Changes to these Terms & Conditions

Sharanam Retreats may update these Terms & Conditions from time to time.

The version applicable to a booking is the version accepted by the guest at the time of booking, unless a subsequent change is required by law or expressly agreed with the guest.

The current version will be made available on our website.

Severability

If any provision of these Terms & Conditions is found to be invalid, unlawful or unenforceable, the remaining provisions will remain in full force and effect.