

TERMS AND CONDITIONS

TERMS AND CONDITIONS

1. DEFINITIONS

The following terms shall have the following meanings:

1.1 'Accommodation': the accommodation provided by the Company in Barcelona as stated in the Booking Form

1.2 'Commencement Date': the start date of a Booking as stated in the Booking Form.

1.3 'Contract': The confirmed booking in accordance with the detailed provisions as contained in the Booking Form and confirmed in writing by the Company.

1.4 'Customer': the person or persons making a reservation as named in the Reservation Form.

1.5 'Expiry Date': The expiry date of a reservation as stated in the Reservation Form or such later date as the Parties may from time to time agree in writing

1.6 'Company': YOGA WEEKS / ANA PUIG, sometimes referred to as 'We', the company, is a Limited Company with address at:

C/ Carme 40 Pral – 2

08001 Barcelona, Spain

Tel: +34 677 375 173

Website: www.yogaweeks.com

Email: info@yogaweeks.com

1.7 'Manager': the person appointed by the Company to act as Manager.

1.8 'Director': a person properly appointed as Director in the Company.

1.9 'Parties': The Customer and the Company whose particulars are as stated in the Booking Form.

1.10 'Property': The Company's property, this can have different locations:

- C/ Carme 40 Pral – 2, 08001 Barcelona, Spain.
- C/ Volta de la perdiu 2, Bajos 08003 Barcelona Spain
- Other temporary locations where trainings and retreats can take place.

1.11 'Deposit': The deposit payable to confirm a Reservation.

1.12 'C.O.D' – 'Confirmation Of Deposit': The written document or electronic format containing the particulars of the parties and details of Reservation confirmed to the Customer by the Company.

1.13 The Centre: The company's property situated as per above locations.

1.14 'Term': The period starting on (and including) the Commencement Date and ending on the Expiry Date unless extended by written/verbal consent of the Company or earlier termination in accordance with these Terms and Conditions.

1.15 'P.I.F' – Payment in full.

1.16 'YW' Is an abbreviation for YOGA WEEKS 'the Company' see 1.6 above.

1.17 'Booking Confirmation' the documents that are supplied by YW by email that refer to the accommodation booked

2.0 ACCOMMODATION, PACKS AND PRICES

2.1 The available accommodation is situated at the Company's centre and includes the following spaces for guest use which comprise:

- 5 x double rooms/tripe rooms
- 2 x full bathrooms
- 1 x additional WC
- Fully fitted kitchen
- Yoga room
- Gallery – Living room
- 3 x outdoor patios
- Reception and corridors
- Rooftop Shala

The current package at Yoga Weeks includes:

1. Daily 2 hours morning Yoga class
2. Vegetarian Brunch after the class
3. Accommodation in double, triple , shared or single private room
4. Free wi-fi access
5. Free unlimited filtered water and herbal teas
6. Kitchen access and own storage space
7. Daily room and centre cleaning (change of linen/towels weekly)
8. Free access to house 24hrs (key deposit required)
9. Bath Towels and linen
10. Yoga materials for the practise
11. Permanent contact number for customer care

2.2 There is one only booking season for all the year. We reserve the right to launch any marketing campain with discounts at any time. These are not applicable to bookings made prior to launch of the campain,

2.3 The price for each accommodation is scheduled by current moment and promo on our website.

2.4 Accommodation is available daily from 3pm. Arrivals outside of these times may be charged accordingly. Therefore:

- Check in: From 10.00 to 13.00 and from 16.00 to 19.00.
- Check out: around 13.00pm

2.5 Only the Customer and members of his / hers groups stated in the Booking Form may occupy the Company's property for the duration stated on the Form this does not give the Customer or any member of his group any estate, right or interest in the Property except as is necessary for the exercise expressly conferred by the Booking Form and does not exclude the Company from the legal possession of the Property.

2.6 Use of the Company's Property facilities and accommodation is personal to the Customer and members of his group as stated in the Booking Form and shall not be capable of being assigned, shared, or otherwise disposed of and neither the Customer nor any member of his group shall grant or attempt to grant any rights in it.

2.7 The Customer and any member of his/her group shall not use the Property except for permitted use and shall not use the Property for any offensive, noisy, dangerous, illegal, immoral, or improper purposes, keeping live birds or animals, exhibition or entertainment, public meeting, or any sale by public auction. Not external guests are allowed on the premises.

2.8 The Customer and any of his/her group shall not attach or display any advertisement, sign, flag or notice on or in the Property.

2.9 The Customer and any member of his group shall not do anything on the Property which may be a nuisance or annoyance to the Company and its tenant's, guests, staff or owners or occupiers of a neighbour's property or other parts of the Company's Property.

2.10 The Customer shall keep the property fixtures, fittings, furniture and effects in a clean and good condition (wear and tear excepted) and shall replace any articles that are destroyed or missing with articles of a similar kind and of equal value.

2.11 The Company reserves the absolute right at its sole discretion to terminate use of the Property or any of its facilities by the Customer or any member of his group in the event of any breach of these Terms and Conditions and upon being provided written notice to that effect the Customer and/or any member of his group will be required to forthwith vacate the Company's property and the Company shall not accept any consequential liability damages or loss occasioned thereby.

2.12 During the year we may hire rooms out to another activity holiday specialist, whereby they practice their exercise activity at a different location.

2.13 Different rates apply to different room types. Prices and availability will be shown at website. If any mistakes or overbooking Yoga Weeks will try and accommodate in same room type or upgraded one. If you have booked from an external website such as Book Yoga Retreats or Book Retreats note there is a window of 24 hours to confirm that booking. Please buy no plane or transport until then.

2.14 Bookings for 1 person by general rule will be accommodated in shared double or rooms with other guest from same gender. Normal rate applying and unless expressly purchased a single private room.

2.15 Bookings for 1 person only have the choice of booking a single room supplement meaning e a room to yourself / alone. If you do not make this choice you will be accommodate as stated in the clause above 2.14. In this case: you may end up sharing a room with someone on the first few days of your visit, that person then leaves and then another person arrives mid-week to share your room – in other words you may end up with 2 roommates, one for a couple of day and then another for a couple of days. If possible and depending on availability and paying additional private use charge, we may give you the opportunity to upgrade to a single room.

3. WEBSITE

3.1 The Company e-mail and website address is as stated in Clause 1.6 above.

3.2 The Company retains all copyright license rights and sole exclusive ownership of the information photographs and material contained, displayed, provided or referred to on its website

3.3 any user of the website acknowledges and warrants that he / she:

3.3.1 will not use any photograph material or information contained in the website for any purpose prohibited by the Terms and Conditions or for any unlawful purpose.

3.3.2 will only access and use the website for his own personal non-commercial use.

3.3.3 will not modify copy, distribute, transmit, display, reproduce, publish, license, create derivative works from, sell, or in any other way use any information, photographs, material, products, or services contained on the Company's website.

3.3.4 has legal authority to use the website in accordance with these Terms and Conditions

3.3.5 agrees to be entirely financially responsible for all charges fees and other sum(s) whatsoever arising from use of the website.

3.4 The Company accepts no responsibility for keeping the website up to date and will not be liable for any loss occasioned by its failure to do so.

3.5 Enquires of availability with no deposit payment, do not imply room holding. Any room booking will require a 15% deposit of the full booking amount.

3.6 The Company shall not be liable for any loss or damage to the user as a direct or indirect consequence of the user relying on any inaccurate fact or misstatement made or provided by the Company on its website.

3.7 Where the website contains links to any other website the Company does not monitor or endorse them and cannot be responsible for the contents or information provided therein and cannot accept any liability whatsoever howsoever rising in relation to any such website link.

3.8 The Company reserves the absolute right at its sole discretion to terminate any Booking if any user or customer uses the Company's website unlawfully or in contravention of these Terms and conditions.

3.9 The Company cannot warrant that its website or any link is free from any computer virus or other malicious or impaired computer programs and the user enters the Company's website entirely at his/her own risk.

4. BOOKINGS AND RESERVATIONS

4.1 Reservations may be made by telephone, via the website, or by e-mail to the appropriate communication address or telephone number of the Company as set out in Clause 1.6 above.

4.2 Minimum of booking days at one stay are 2 and the maximum 14 days (2 weeks). Shorter stays than 2 days or longer than 2 weeks may be possible by contacting the office at the contact details below, is required. Same day bookings are accepted only at Yoga Weeks discretion.

4.3 If the booking is in any way different to our offer online (arriving early, leaving late, short stays, etc...) contacting the office prior to booking is required. The prices of the "unusual" bookings differ to the normal web prices and must be adjusted by Barcelona office. If the Customer fails to do so, this will result in additional surcharge of 10% of the original booking price. No refund is offered if customer makes such reservation online. YOGA WEEKS reserves the right to refuse to take bookings of short stays at any moment.

4.4 Single room supplement at 75% on the top of the price.

4.5 Bookings are not confirmed in any shape or form unless payment is done and confirmation email received.

5. CONFIRMATION AND CONTRACT

5.1 All Reservations will be confirmed by the Company by email to a valid e-mail address within 24 hours of the date upon which the Reservation is made.

5.2 It is the Customers sole responsibility to check the Booking Form and ensure that the particulars contained therein are correct.

5.3 Should the Booking Form contain any error or inaccuracy then the Customer must notify the Company immediately or in any event within 7 days of his receipt of the Booking Form by telephone or email in which event the Company at its absolute discretion may amend the Booking Form or cancel the Reservation at no cost to the Customer.

5.4 Should the Customer fail to notify the Company within the time specified in clause 5.3 then the Company will be entitled to charge an administration fee not exceeding 25€ for any change to or cancellation of the Booking in addition to any cancellation fee applicable.

5.5 Upon expiry of the time permitted by clause 5.3 and provided that the Company has not received any notification to the contrary from the customer the Booking Form shall form a binding enforceable Contract between the Parties.

5.6 The Company will not be responsible for any loss or damage occasioned by the Customer failing to provide notification of an error or inaccuracy in the Booking Form or Contract within the time limit specified in clause 5. 3 above and the Customer will be liable to pay all monies due in respect of the Contract.

5.7 The company will combine classes and guests of mix ability.

5.8 YOGA WEEKS reserves the right to change the scheduled yoga teacher at the last minute under any circumstances. YOGA WEEKS is not obliged to give the reason for changing a teacher.

No refunds can be claimed due to changes of teacher or our schedule.

YOGA WEEKS reserves the right to change the location of the yoga class.

YOGA WEEKS reserves the right to change the level of the class to a mixed level.

YOGA WEEKS reserves the right to combine two classes into one.

6.PAYMENTS

6.1 Payments to confirm the booking will be made in two parts, paying a deposit of 15% at the time of the booking and the balance of the monies (85%) no later than 4 weeks prior to the arrival date. If any of these payments is not done at the time the booking is not confirmed and the room/space not secured. All bookings made after 30 days to the arrival must be paid in full at the time of the booking.

6.2 Payments may be made by credit card via the web site, or Bank Transfer to Yoga Weeks .

6.3 If payment of either the deposit or the balance is not received by the due date whether legally demanded or not then the Company reserves the right to cancel and retain the deposit

6.4 It is very rare that we have only one guest. But we do not commit on notifying if you are the only guest. Yoga Weeks will be able to cancel a retreat at anytime giving full refund to guests.

6.5 At your arrival you will be given a set of 2 Keys: (1) the centre main door (2) Building Street entrance. Room key is only available under request.

6.6 Additional activities offer as stated on our Website are available to book at YOGA WEEKS. This activities, treatments or services are developed by other companies which we do have an agreement with. We take no responsibility for their delivery and we will not take payments for them. At Yoga Weeks we can help you booking them and checking availability but payments will be done directly with each of them and under their payments Terms and conditions.

7. TRAVEL ARRANGEMENTS AND TRANSPORTATION

7.1 It is the Customer's sole responsibility to ensure that he/she and all members of group arrive at the airport within the required time for departure check-in, together with the correct travel documentation including adequate personal and property insurance and EEC medical exception certificates.

7.2 The Company can accept no responsibility for delay or cancellation in any flight or any company used by the Customer or any member of his/her group or for any irregularity or failure in producing or providing any required documentation required for travel as provided in clause 7.1 above.

7.3 The Customer shall ensure that he /she arranges adequate timely transfers/transport for himself and all members of his group to the airport of departure and to and from Barcelona airport to the centre. We will not accept check ins later than 19.00.

7.4 It is the Customers responsibility to get any necessary visas for entry to Spain.

7.5 YW may call your home (number given at time of booking) to obtain your mobile number when it has not been given at the time of booking. YW reserves the right to divulge to the receiver of the call at your home / residence (be it a friend, relative, acquaintance or alike) the fact that you are holidaying with YOGA WEEKS in Barcelona.

8.AMENDMENTS OR ALTERATIONS TO RESERVATIONS AND CONTRACTS

8.1 The Company reserves the right to alter the accommodation that you have booked – we shall try to give you a similar value accommodation to what you have paid. The Company reserves the right to alter the yoga activity (such as change the yoga teacher or consolidate the class due to teacher's absence, low/high numbers of clients or bad weather) or circumstances beyond the Company's control require it to do so.

8.2 In the event that the Customer should decide to downgrade their accommodation after monies (deposit / balance) have been paid, the customer will not be entitled to any refund. If the customer wishes to upgrade there are charges.

8.3 An admin charge of 25.00€ applies to any changes of bookings originally made. The price difference between the rooms/dates applies. All changes are subject to availability. No refunds on downgrade are offered (if room originally chosen is priced at the higher rate than the re-booked room). Date changes can be made no less than 4 weeks prior to the holiday start date. All changes are made at company's discretion.

8.4 Any upgrades in accommodation, yoga, extra night's stay or other "extras" that require additional payments must be paid for by the Customer upon agreement with the management either by cash or credit card to the retreat manager. If the full payment is not received as requested, the Customer will be asked to leave the retreat.

8.5 If for any reason we give a refund and we put money back into European bank accounts there is a charge of 20€ for doing so. Money can only be refunded to the original card payment was made on. If you want any form of refund and it is not possible to refund to the card that was used for payment we charge 25€ to make a bank transfer.

9.PROPERTY INSURANCE HEALTH AND SAFETY

9.1 Health and Safety

9.1.1 The Company is under a duty to ensure so far as is reasonably practicable that the health, safety and welfare of all Customers and other persons affected by the Company's business are protected.

9.1.2 It is the duty of all Customers including members of his group to take reasonable care of their health and safety and that of other persons who may be affected by their acts or omissions and to co-operate with the Company so far as is necessary to perform or comply with any requirement imposed by any relevant safety rules regulations and law.

9.1.3 The Customer must comply fully with all and any health and safety Regulations from time to time introduced by the Company.

9.1.4 Use of the Company's facilities and participating in activities promoted by the Company are undertaken entirely at the sole risk of the Customer and or his group.

9.1.7 Prior to using any of the Company's facilities or participating in any activity promoted by the Company the customer must ensure and is solely responsible to satisfy himself / herself that he / she and or all members of his / her group are medically mentally and physically fit and able to use such facilities or participate in activities promoted or

organise by the Company. It is recommended that Customers seek doctor's advice if practicing yoga for the first time, if pregnant or have injuries or illness.

9.1.8 The Customer is under a duty to notify office staff prior to arrival, immediately upon arrival at the centre of any medical mental or physical condition or pregnancy affecting the Customer or any member of his group and the Company reserves the right at its absolute discretion to restrict or prevent the Customer or any member of his group from using any facility or participating in any activity promoted or organised by the Company without liability for any refund

9.1.9 The Company will not accept any liability for any injury to the Customer or his group in their use of the Company's facilities or participation in activities promoted or organised by the Company and it is the sole responsibility of the Customer to ensure that he and each member of his group have adequate personal insurance cover in respect of physical injury and other medical risk(s).

9.1.11 The Company does not provide a 24/7 clean your plates, cups and other kitchen items. We do provide a dishwasher. You are expected to maintain the space as tidy and clean as possible. Meat or fish are not allowed to be cooked within the premises.

9.2 Security and valuables

9.2.1 The Customer and each member of his group shall take proper care and use of the Company's accommodation equipment and facilities and shall reimburse the Company for any loss breakage or damage occasioned by the improper or negligent use thereof prior to departure from the centre.

9.2.2 The guests may not without the prior consent of the Company remove or attempt to remove from the Company's premises any property whatsoever belongings to the company. Company and the Customer shall be liable for and reimburse the Company for any loss arising as a result thereof.

9.2.3 The Company cannot accept any responsibility for loss or damage howsoever occasioned to the personal property possessions or valuables of the Customer or any member of his/her group and it is the sole responsibility of the Customer to ensure that he/she and each member of his group have adequate insurance cover in respect of their personal property.

9.2.4 Damage to the Property. YOGA WEEKS reserves the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act of the guest to the property. Should this damage come to light after the guest has departed, we reserve the right to make a charge to the guest's credit / debit card, or send an invoice for the amount to the registered address. We will however make every effort to rectify any damage internally prior to the contracting specialist to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

9.2.5 We reserve the right to charge guests the cost of replacing any items that are removed from the premises by them without consent. The charge will be the full replacement amount of the missing items, including any carriage charges.

10. COMPLAINTS AND INAPPROPRIATE BEHAVIOR

10.1 Complaints

10.1.1 In the event of a Customer having any reasonable proper complaint regarding deposits, payments, accommodation, facility, activity or an employee of the Company, then the Customer will not discuss them with any Third Party and shall notify the Company's Manager as soon as possible, providing any available supporting evidence in respect thereof, ensuring that the Manager accurately records the complaint in the Company's Grievance / Incident Book, a copy of the Grievance / Incident Book entry shall on request be provided to the Customer and the Manager shall use his best endeavours to deal with such complaint on behalf of the Customer as soon as reasonably possible, notify the Customer of the outcome and record the outcome and any Customer comments in the Grievance / Incident Book.

10.1.2 If the customer is dissatisfied with the response to the complaint by the Manager then the Customer may refer the matter in writing within 7 days of the initial complaint to a Director of the Company at the address shown in clause 1.6 above and the Director will seek to resolve the complaint to the satisfaction of the customer as soon as reasonably practical this includes a verbal conclusion that is noted. If you leave the retreat / your holiday early we do not offer refunds.

Therefore complaints **procedure** is as follows: If you are unhappy with something: (1) Tell the manager and email us on **info@yogaweeks.com** (2) Ask her when the problem / situation may be resolved. If you are not happy with his / her answer, please call: +34 677 375 173 or email ana@yogaweeks.com Please give us the chance to solve the problem before your departure.

10.1.3 If you do not abide by our complaints procedure and then proceed to post detrimental information on websites for instance and including social networking sites or holiday review sites, YOGA WEEKS will consider seeking damages for slander.

10.1.4 Should our services be interrupted for whatever reason the company YOGA WEEKS will consider payments to guests of monies as stated below:

Food not being served at all up to 2€ a day or 10€ a week per meal

The yoga being cancelled up to 10€ a day or 50€ for the week.

No running water or hot water 2€ a day or 50€ a week.

No Electricity up to 2€ a day or 10€ a week.

10.2 Inappropriate behaviour

It is the retreat's policy to ask guests to leave should we feel they have acted in an inappropriate manner and being a general nuisance within the group is also deemed inappropriate.

Such behaviour will result in the guest being asked to leave with no refund.

We have a complaints procedure that should be followed whereby the management will hear each complaint on an individual basis, rather than a group complaint session.

In the interests of protecting guests, staff members and alike, the police may be called should it seem appropriate and an official complaint be filled against the guest behaving inappropriately.

Alcohol or smoking is not permitted on the premises.

You are required to respect the neighbours and other guest sleep. Please not loud noise or conversations after 10pm.

11. FORCE MAJEURE

11.1 The Company shall not be liable for any failure in the performance of any of its obligations under any written Booking Form or the Terms and Conditions caused by any factor or factors beyond its control. This covers natural disasters or other 'Acts of God', floods, war or failure of third parties (such as suppliers and subcontractors) to perform their obligations to the contracting party.

12. LAW AND INTERPRETATION.

12.1 Jurisdiction. Spanish Law shall govern all Bookings Contracts and these Terms and Conditions and the Parties consent to the exclusive jurisdiction of the Spanish courts in all matters regarding them.

13. MISCELLANEOUS

13.1 Non-assignable. All Reservations, Booking Forms, and contracts are personal to the Customer and the Customer shall not assign or dispose of it or part with any interest in any Reservation, Booking Form, or Contract.

13.2 Survival of terms. No term shall survive expiry or termination of the Booking Form or Contract unless expressly provided.

13.4 Change of address and contact details. Each of the Parties shall give notice to the other of the change or acquisition of any address telephone fax number or electronic mail address or similar contact particulars at the earliest possible opportunity but in any event within 48 hours of such change or acquisition.

13.6 Warranty. Each of the Parties and signatories to a Reservation, Booking Form or Contract warrants its power to enter into the Reservation, Booking Form or Contract and the information contained therein and has obtained all the necessary permits and approvals to do so.

13.7 Photographs and Promotional Material. All and any photographs and promotional material produced by the Company shall at all times remain the exclusive property legal and equitable ownership of the Company and cannot be used or reproduced for any purpose by a customer website user or any Third Party without the prior written consent of the Company.

13.8 No employer/employee relationship or partnership. Nothing contained in the Reservation, Booking Form or Contract shall be construed or have effect as constituting any relationship of employer and employee or partnership between the Company and Customer.

13.9 If YOGA WEEKS decides to offer a discount to some students, or last minute discount places, this does not affect the status of any students who have previously paid the full price, and no discount will then become due to them.

13.10 YOGA WEEKS accepts no liability for loss, damage, injury or illness, which may or may not be received while at YOGA WEEKS, or travelling to or from YOGA WEEKS.

13.11 If you injure yourself in a class you do not get a refund for any future classes.

13.12 YOGA WEEKS suggest that no classes are undertaken within the first 12 weeks of pregnancy. Any classes undertaken while pregnant are to be consulted with the doctor and yoga teacher prior to reservation being made and are taken at one's own risk.

13.15 Bookings unusual – If you make a booking with YW that is unusual in any way for instance – not the standard one week stay – that you may be staying an extra day – you require a set menu – you want a double bed – the details of your booking must be outlined to YW in an email from the you the guest and agreed with by YW in an email to you the guest. We reserve the right to refuse short stays in the top season.

13.16 If a guest leaves items behind at the retreat, we shall post them to you, we charge for the postage and an additional 10€ for arrangements. Monies are to be paid before item is posted.

13.18 All the photographs used at our site are either free, let or paid to owners. In some of the cases we have failed to get a response from the photographers or a way to arrange an agreement or payment. Shall a case of irregular use of photographs occur please contact us immediately at: privacy@yogaweeks.com to either remove photo o arrange terms for use.

13.19 About photographies taken from Yoga Weeks during retreats, classes and events in any location.

Yoga Weeks SL reserves the right to use any photograph/video taken at any retreat, class or Event, without the expressed written permission of those included within the photograph/video. Yoga Weeks SL may use the photograph/video in publications or other media material produced, used, or contracted by Yoga Weeks SL including but not limited to brochures, invitations, books, newspapers, magazines, television, websites, etc.

To ensure the privacy of individuals and children, images will not be identified using full names or personal identifying information without approval from the photographed subject, parent, or legal guardian.

A person attending Yoga Weeks SL retreat, class or event who does not wish to have their image recorded for distribution should make their wishes known to the photographer and the event organizers, or contact privacy@yogaweeks.com or info@yogaweeks.com in writing of their intentions and include a photograph. Yoga Weeks SL will use the photo for identification purposes and will hold it in confidence.

By participating in Yoga Weeks SL retreat, class or event or by failing to notify Yoga Weeks SL in writing of your desire to not have your photograph used by Yoga Weeks SL, you are

agreeing to release, defend, hold harmless, and indemnify Yoga Weeks SL from any and all claims involving the use of your picture or likeness.

Any person or organization not affiliated Yoga Weeks SL may not use, copy, alter, or modify Yoga Weeks SL photographs, graphics, videography, or other similar reproductions and recordings without the advance written permission of an authorized designee from Yoga Weeks SL

14. RUNNING YOUR OWN RETREAT YOGA WEEKS

The deposit of 50% is payable upon reservation (within 24 hours) and the final payment is due to no less than 4 weeks before the retreat start date.

In case of cancellation the following refunds on deposit are given:

14.1 Cancellation 90 days and more before the start of the retreat – 80% of deposit back

14.2 Cancellation between 60-89 days before the start of the retreat – 50% of deposit back

14.3 Cancellation 30-59 days before the start of retreat – 25% of deposit back

14.4 Cancellation 29 days & less before the start of the retreat – no refund given/loss of deposit

15. ADDITIONAL T&C FOR YOGA CLASSES

- Passes are personal and not transferrable
- Passes are valid 1 season only.
- All Materials are provided except clothing
- YW does not accept responsibility for students who do not follow the class instructions as provided by the teacher.
- Any medical or physical conditions, recent or persistent injuries, or relevant disclosures must be made by students to the teacher prior to the beginning of class.
- Prior to, during, or after class, it is the responsibility of students to inform the teacher if they are experiencing any pain or discomfort.
- The use of YW facilities denotes the acceptance of the risk associated with all forms of physical exercise, both during and after.
- Courses , classes and workshops are non-refundable
- Passes can be transferrable to other dates according to class availability and always on the same season.
- Passes and payments are not-refundable for cancellation due rain or for weather reasons. However those passes can be transferred to another class or as a credit voucher for that season.
- In the event that a course or workshop is cancelled, registered students are eligible for a refund or may select an alternative and equally priced course or workshop option.
- YW guarantees not space if the class is fully booked
- YW does not accept any responsibility for personal property left at the facilities. Left items will be kept in a lost and found box for three weeks, at which point they will be donated to a charitable organization.
- Cancellations or class changes made less than 6 hours prior to the beginning of class are invalid and students will be charged full price for any registered classes that they miss or fail to cancel within the required time.
- Yoga Weeks is allowed to change the teacher for each class as it own discretion. This will imply no refund.

- On occasion, teachers may be substituted at short notice; in such cases the cancellation policy still applies.
- All students are required to complete a waiver/consent form in order to register as a YW student. Please arrive 15 minutes before the start time of your first class to allow time for completion.
- Students must arrive and check in with reception at least five minutes prior to the beginning of class and latecomers are generally not permitted.
- No entry to class or building will be allowed when the class starts.
- We close reception 5 minutes before the start of the class.
- Students who arrive late for a class for which they have registered will not be issued a refund for that class.
- Prior to the start of class, students are required to inform the instructor of any issues or relevant physical issues.
- Advance class bookings and membership/pass purchases should be completed online using YW online system, accessible through the Classes page of this website. In order to guarantee class space, a complete advance booking must be made, including payment (all prices are listed in Euros and are exclusive of taxes). Reservations can also be facilitated by phone and walk-in registration is available, subject to class space. All classes, passes, and memberships are non-transferrable and non-refundable.
- To register as a YW student you must be at least 18 years of age. Students under the age of 18 are required to provide written consent from a parent and/or legal guardian. Registration details provided must be correct and complete.
- Passes expire after end of season. Season being from March – November every year.
- Rooftop Yoga classes does not provide students access to retreat area

16. ADDITIONAL T&C FOR YOGA BOAT RETREATS

- To confirm a booking, we require a 50% non-refundable deposit. Payment can be made by the online booking system with credit or debit card. Final payment must be made at least TWO WEEKS prior to the booked Yoga Weeks Boat.
- Deposits taken at time of booking are non-refundable, however deposits taken may be transferable to alternative bookings rescheduled within the same season up to ONE MONTH prior to the booked yoga weeks boat date subject to availability
- No refunds will be made for clients who fail to show up for the booked Yoga Weeks Boat.
- In the event of cancellations or changes made by YW due to unsafe weather conditions or due to any other reason within or beyond the control of the company, YW will make every effort to reschedule an alternative Yoga Weeks Boat or itinerary within the period the client remains in Ibiza. If no reasonable alternative time is acceptable, YW will offer a full refund of monies paid. This refund does NOT include flights or any other expenses rather than retreat deposit or payment.
- Any refund is strictly limited to any monies paid to date only and no other compensation payment will be considered for any reason.
- Yoga Weeks Boat participants are advised to allow time for delays or to arrange insurance to cover losses resulting from cancellation or delays to any of the travelling.
- YW takes no responsibility for any personal injury, loss or damage caused in any way during the Yoga Weeks Boat and any associated activities. All boating or watersports activities involve an element of risk. Risks include injury, illness, death from drowning, exposure, sunburn, sunstroke or accident in addition to risk of loss or damage to personal property. Clients making any booking are agreeing to all terms and conditions herein and take full personal responsibility for any injury or loss sustained and are advised strongly to check that their own insurance covers such events.
- The skipper and YW crew as will brief participants at the start of the trip on safety and boat features. Participants must comply all times with these guidelines.
- More details of the risks involved and their management is also available on request.
- The staff and management at YW take all practicable steps to identify and minimise potential dangers. However, you must agree to follow our instructions and use the

safety equipment responsibly and as may be instructed at all times. Adults accompanying any person under the age of 18 must ensure that the underage person follows our instructions at all times. It is a condition of charter that you must release from and indemnify YW and our staff against any liability we may incur to anyone else, which may result from failure for you or any person accompanying you under the age of 18 to act responsibly and follow instructions. Any person who chooses to act against the safety recommendations of the skipper does so at their own risk.

- YW reserve the right to withdraw any person who in our judgement is likely to endanger themselves or others. YW also reserve the right to cancel any planned activity if we become concerned for any reason for your safety or that of any other person. The captain's decision is final when on board a boat.
- YW make every attempt to maintain the boats and equipment in top condition for the fullest possible enjoyment of all charter clients. The boats are checked for damage before and after every charter and a log kept of relevant items.
- If any significant damage is done to the vessel or YW property due to negligence or failure to comply with instructions, we will have to make an appropriate charge.
- Smoking on board is restricted strictly to the aft swim platform ONLY. Any burn damage to internal upholstery will result in a charge for full replacement cost of the item as repair is not normally possible for such items.
- The YW boat showed in the images don't have to be necessarily the one used at the retreat but will be at similar conditions and standard.
- YW takes no responsibility for any dizziness or any passenger that may want to leave the retreat before. No refunds will be made on that case

17. ADDITIONAL T&C FOR TEACHER TRAININGS

Missing Training hours:

We require 90% attendance to graduate and receive a certificate of completion from our program. Class attendance will be taken throughout the training. Participants can only miss 2 days if they want a full Yoga Alliance certificate. Otherwise only a certificate of attendance will be offered at end of course.

However, we understand that students have important commitments outside of the classroom. Should extenuating circumstances impact attendance, students are permitted to miss class, provided they work with the program director to make up any missed hours. Students are responsible for rescheduling missed hours to make up any course material they have missed.

If more than 2 days of training is missed, the student must schedule make-up sessions at a rate of 50€ per hour to graduate from the program. Students must contact the program director before the weekend which they will be missing.

In the case of any emergency absences, please notify the program director immediately. If a student has planned absences that conflict with attendance in the program, please contact the program director to discuss options.

We allow the right to deny certification for bad conduct. Bad conduct is violation of the Code of Conduct, gossip, harassment, bullying, or any other behavior that is inappropriate or disruptive to the welfare of the program or to fellow students.

No refunds will be given if the program removes a student from the program for bad conduct

Tardiness:

Our program expects students to be on time for class, after breaks, and after lunch. Please let our faculty know if you will be late.

Any student who is late for class by more than 10 minutes will not be allowed in most of the sessions and shall make up later if possible or by private hour payment. Please contact program director should that happen.

Withdrawal Policy:

If a student wishes to withdrawal from our program for any reason, they must first contact the program director to discuss their reasons for withdrawal. Refunds will be given in accordance with the program's refund policy. No cash refunds are allowed on the program once started, however a change of dates or a longer finishing time can be agreed.

Complete certification

Complete certification will be when the student has successfully attended the course, done the exam and presented the personal practices and final assessment when requested. These will be access to Yoga Alliance certificatuon and registration.

Termination from Program:

The program may decide to terminate any student's participation in the program if:

1. false information was used in the admission process that materially affects the program;
2. a student missed more than 3 days of any subject category;
3. a student is absent for more 3 days without contacting the program director;
4. the student fails to make timely payments of tuition; or
5. the student is unable to pass a test after being given 3 attempts. After that an extra charge can be paid to keep trying.
6. Bad conduct: No refunds will be given if the program removes a student from the program for bad conduct. Bad conduct is violation of the Code of Conduct, gossip, harassment, bullying, or any other behavior that is inappropriate or disruptive to the welfare of the program or to fellow students.

If the program decides to end the student's participation in the program, the student is not entitled to any prior payments or fees. All prior payments and fees are non-refundable and non-transferable.

Food:

- we do cater for Ovo-Lacto vegetarians and vegans.
- If you do have personal diet requirements such as gluten free you are welcome to bring your own goods and store it at the kitchen and fridge. It's your responsibility to let us know any allergy.
- Yoga Weeks reserves the right to change the menu, location and chef at anytime and at any retreat or training.

Final Exam

The student will have to pass with 55% a final exam as well as personal assessment with the tutor allocated. This will include disposition, skills and lifestyle adopted.

Additional Practices & Final Assessments

- Additional personal practices will be asked in most of the trainings. These must be signed by the teacher leading that class or by the same student if self practices.
- Also additional assessment will be requested to completely certify.
- Both self practices and final assessments must be sent to info@yogaweeks.com before the given deadline.
- Students will have up to 6 months to present the above. 6 months counting from the day of start of the training.
- All documents sent after that deadline and registration with Yoga Alliance will be not valid.
- Yoga Weeks reserves the right to revise these and accept late validity in certain cases.
- Details of the above will be found on the each course manual.

Bad Conduct

Yoga Weeks reserves the right to deny certification for bad behavior such as violation of the Code of Conduct, gossip, harassment, bullying, or any other behavior that is inappropriate or disruptive to the welfare of the program or to fellow students, teachers or Yoga Weeks workers.

Content:

Yoga Weeks reserves the right to amend the calendar content in order to suit better continuity and teachers/student schedule at its own discretion as soon as all content is covered.

19. CANCELLATION POLICY

This cancellation policy applies to all our packages sold such as: Barcelona Urban Yoga retreats, Ibiza Yoga House and Ibiza Yoga Boat retreats, Yoga Teacher trainings and any other trainings/ retreats we may advertise.

19.1 All bookings will be reschedule when possible.

19.1 Cancellation 90 days and more before the start of the retreat – 100% of deposit back

19.2 Cancellation between 60-89 days before the start of the retreat – 50% of deposit back

19.3 Cancellation 30-59 days before the start of retreat – 25% of deposit back

19.4 Cancellation 29 days & less before the start of the retreat – no refund give

19.5 All payments can be converted in Store credits for the year to be used for any retreat and training depending on availability.

19.6 Also if you decide last minute to finish your holiday earlier we do not offer a refund.

20. OTHER POLICIES

The school also adheres to the below policies to maintain high standard of conduct for employees, management and students.

Anti-Harassment Policy

Code of Conduct

Grievance Policy

Retaliation Policy