



SOULFOOD  
LONDON

## Terms & Conditions

### 1. Booking

(a) We require a 50% deposit to confirm your spot on the retreat and the remainder balance is due no later than 4 weeks before the retreat start date. If a booking is made after this period, the full payment needs to be paid immediately.

(b) Your booking is not considered definite and no contract will exist between you and Soulfood London Ltd. until we receive a 50% deposit, or full payment, if the booking is made less than 4 weeks before the retreat start date.

(c) We do not store credit card details nor do we share customer details with any 3rd parties.

### 2. Payment

The price is the exact amount to be received by us in British Pounds irrespective of fluctuations in currency and irrespective of any third party transfer charges. If you choose to pay by electronic transfer, please instruct your bank to charge all costs to you in order to avoid a shortfall in the amount that we receive.

### 3. Your Travel Arrangements

All travel arrangements are your responsibility and at your own cost. We shall not be held liable 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. Transfers to/from the retreat are at your own cost, unless otherwise specified.

#### **4. Travel Insurance**

(a) We require that your travel insurance covers the activity of your retreat with us as well as unexpected cancellation, sickness, losses and all the usual risks. You should bring the policy with you in case of an emergency.

#### **5. Your Health**

(a) It is your responsibility to let our teachers know if you have any injuries and to be mindful at all times of your own body's capability during our retreats. If you experience any injury or discomfort during any activity during the retreat, then please stop participating immediately.

(b) It is also your responsibility to consult a doctor with an understanding of yoga and fitness to check that you are sufficiently fit and healthy to undertake yoga classes and other physical activities that you may chose to do whilst on the retreat.

(c) Please advise us of any mental or physical health conditions and dietary requirements before you book. If you have health conditions and dietary requirements that may be affected by the activities offered on our retreats we reserve the right, for your own wellbeing, to advise you to stop participating.

(d) Whilst all measures are taken to ensure a high standard of health and safety, our retreats do take place in the countryside where the land is uneven and we shall not be responsible for any injuries caused by uneven terrain.

(e) We ask that women who are 12 to 28 weeks pregnant provide a letter from their health practitioner specifying that they are fit to travel and able to engage in the activities that we provide.

#### **6. Cancellation by you**

(a) You (or any member of your party) may cancel your booking at any time, but please note that all deposits are non-refundable. If such cancellation is made within one month of the start of the retreat, we will retain 100% of the cost of the

retreat. However, if another person can be found to take your place, then we may offer you a partial or full refund at our discretion.

(b) Refunds and returned payments are normally settled within 10 working days of the date of cancellation. Otherwise, once a booking has been accepted no payment is refundable unless the course is cancelled. Once the retreat has begun, no refund or part refund or unused portion of the retreat will be repaid in the event of cancellation by you.

(c) Bookings are for the stated period of the retreat. There are no refunds for an unused portion of the retreat. If the reason for cancellation is covered under the terms of your Insurance Policy, you may be able to make a claim on your insurance.

## **7. Amendments by us**

Occasionally, changes may have to be made (e.g., teacher, itinerary or other arrangements), which we reserve the right to do at any time. If your accommodation has to be changed, we will do our utmost to provide accommodation of a similar excellent rating. If a significant change becomes necessary, we will inform you as soon as reasonably possible if there is time before your departure.

## **8. Cancellation by us**

We reserve the right in any circumstances to cancel a retreat, in which case we will offer a full refund of all monies paid within 10 working days.

## **9. Our liability to you**

(a) We accept responsibility for ensuring that the retreats are supplied as described and that the services we are contractually obliged to provide are to a reasonable standard.

(b) We do not accept any 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, unforeseen changes in your personal circumstances or other events beyond our control.

(c) We are not liable for any injuries you may incur. Yoga and

fitness classes are undertaken at your own risk. We are not liable for any medical or psychiatric conditions, which may develop during or subsequent to the retreat. We are not liable for loss of, or damage to, your personal property.

## **10. Group Bookings**

Where a booking is made on behalf of several individuals the booking is conditional on the person(s) paying having authorization from all the individuals named on the booking form to enter into this contract. The terms of this contract will apply to each member of the group as though they had paid for their own retreat individually and directly to us.

## **11. No Liability for possessions**

(a) It is your responsibility to ensure that your possessions are kept safe at all times. This includes hire cars or other hired equipment.

## **12. Legal Disclaimer**

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Certain links in this Site connect to other Web Sites maintained by third parties over whom we have no control. We make no representations as to the accuracy or any other aspect of information contained in other Web Sites.

### **13. Privacy Policy**

We do not store credit card details nor do we share customer details with any 3rd parties. Any personal information that you provide to us will be used only for the service you requested. We do not automatically capture or store personal data from visitors to the site, except to log the user's IP address and session information such as the duration of the visit to the site and the nature of the browser used. This information is used only for administration of the site system and in the compilation of statistics used by us to assess the use of the site. This privacy policy does not cover the links within this site linking to other sites.

### **14. Complaints**

We are confident that you will not find cause for concern during your retreat. If you feel that a complaint is warranted you must raise the issue directly with our Director. Any retrospective complaint must be made in writing to Soulfood London Ltd. within 14 days of the end of your retreat.