



## Participant Agreement

Healing body, mind and soul week-end retreat – Tora, Wairarapa

### Terms and Conditions

**BY BOOKING YOUR PLACE ON THE RETREAT AND ELECTRONICALLY TICKING THAT YOU HAVE READ, UNDERSTOOD & AGREED TO THE TERMS & CONDITIONS THESE ARE THE TERMS YOU ARE BOUND BY.**

### Payment Terms

You agree to the payment due dates and amounts as follows:

All payments in NZ Dollars	Non-refundable deposit	Final payment
Retreat programme with DOUBLE BED and sole occupancy	\$697.50 (50% due at booking)	\$697.50 (May Retreat: on or before 10 May 2021) (June Retreat: on or before 24 May 2021)
Retreat programme with SINGLE BED and sole occupancy	\$625.00 (50% due at booking)	\$625.00 (May Retreat: on or before 10 May 2021) (June Retreat: on or before 24 May 2021)
Retreat programme with twin share occupancy	\$575.00 (50% due at booking)	\$575.00 (May Retreat: on or before 10 May 2021) (June Retreat: on or before 24 May 2021)

Once the deposit is paid, smaller, more regular payments can be arranged for the remaining amount on request by emailing Hayley, however full payment must be received by the final payment due date without exception.

### Cancellation Policy

Exceptions to our policy will not be made for any reason. We do not offer discounts, refunds or credit for arriving late or leaving early and any offered activities missed while on the retreat.

Internal Solutions Limited, Trading as 'Hayley Lowe' and Shelley Gawith offer no refunds for any reason, including weather, injury, or personal emergencies.

We are committed to providing a high quality retreat and have very limited spaces, therefore we expect to receive only firm bookings from intended guests. However, if a guest must cancel their reservation, our policy is as follows:

1. All deposits are non-refundable.
2. If you cancel between 30-90 days prior to the first day of the retreat you are registered for, and have paid the full amount, 100% of your final payment (excluding deposit) will be put in credit to be used with either Shelley or Hayley within a 12 month period of your original booking. Percentage returned is less the non-refundable deposit.
3. If you cancel within 30 days of the first day of your retreat 50% of your final payment balance will be put in credit to be used with either Shelley or Hayley within a 12 month period of your original booking, 50% of your final payment is forfeited. Percentage returned is less the non-refundable deposit.
4. If a guest cancels within 14 days of their retreat start date, their payment is forfeited in full.
5. All cancellations must be received in writing sent via email or registered mail.
6. Internal Solutions & Shelley Gawith are not responsible for expenses incurred in preparation for any cancelled trips, such as airline tickets, or for costs incurred due to travel delays, flight cancellation or illness. **We strongly recommend all participants to obtain travel**