

Cancellation policy & terms

The below contains the terms and conditions governing the relationship between Soulful hideaway ("we", "our", or "us") and you ("you" or "participant") in connection with the Soulful hideaway retreat (the "Retreat"). By booking with us, you agree to be bound by these terms and conditions.

1. Payment and Cancellation Policy

1.1 You must pay a non-refundable deposit for the Retreat at the time of booking to secure your space on the soulful hideaway retreat.

1.2 You have the option to pay in full for the Retreat at time of booking, £900pp of this is non- refundable if you decide to cancel the booking.

2. Changes and Cancellations by Us

2.1 We reserve the right to make changes to the Retreat itinerary or to cancel the retreat for any reason, including but not limited to low enrolment, natural disasters, or other unforeseen circumstances.

2.2 In the event that we cancel the Retreat prior to the retreat starting, we will provide you with a full refund and/or the option to use your credit at another Soulful Hideaway Retreat.

2.3 In the event that the Retreat is cancelled mid Retreat due to events out of our control, unforeseen circumstances and/or natural disasters we will provide you with a credit note/placement on another Soulful Hideaway Retreat in the future.

2.4 In the event the retreat is cancelled mid Retreat due to events out of our control and you do not wish to move your placement to another Soulful Hideaway Retreat it will be your responsibility to claim your refund via your insurance provider.

3. Insurance

3.1 We require all guests to have travel insurance for their Retreat.

3.2 In the unlikely event a Retreat is cancelled during the Retreat due to circumstances out of our control you are responsible for contacting your insurance provider to claim any monies back.

3.3 All guests are responsible for their own travel arrangements.

4. Media Release

4.1 During the Retreat, our company or retreat partners may take photographs, videos, and recordings of participants for marketing purposes.

4.2 By booking with us, you hereby grant us permission to use any such images, videos, and recordings for marketing and promotional purposes without any compensation or further notice.

3.3 If you do not wish to be included in any images, videos, or recordings, please notify us in writing prior to the start of the Retreat.

5. Personal Responsibility and Accountability

5.1 Our retreats are designed to provide a safe and supportive environment for participants to explore personal growth and wellness. We cannot guarantee individual outcomes from the retreat.

5.2 It is ultimately up to each participant to take responsibility for their own physical, mental, and emotional well-being.

5.3 We encourage all participants to be honest and open about their intentions, limitations, and expectations for the retreat, and to communicate any concerns or issues with our staff.

5.4 We also expect all participants to act in a responsible and respectful manner towards themselves, others, and the retreat environment.

5.5 By booking with us, you acknowledge and accept that you are solely responsible for your own decisions and actions during the retreat.

6. Medical Disclosures

6.1 To ensure the safety and well-being of all participants, it is important that we are made aware of any major medical problems or conditions that may impact your ability to fully participate in the retreat activities.

6.2 If you have any medical conditions, allergies, injuries, or disabilities that could impede with the modalities of the program, please inform us in writing at the time of booking and provide us with any relevant information and medical clearance as needed.

6.3 Additionally, you must disclose any prescription medications, over-the-counter medications, supplements, or herbal remedies that you are currently taking or plan to take during the retreat.

6.4 By booking with us, you acknowledge and accept that it is your responsibility to disclose any medical conditions or medications that could affect your participation in the retreat. Our company, its employees, and representatives are not responsible for any adverse effects or consequences resulting from your failure to disclose any relevant medical information.

6.5 We take your privacy and confidentiality seriously and will only use your medical information for the purpose of ensuring your safety and well-being during the retreat.

7. Liability and Release

7.1 By booking with us, you acknowledge and accept that participation in the Retreat involves certain risks and potential hazards, including but not limited to physical injuries, emotional distress, and unforeseen events. You hereby release us, our employees, representatives, and affiliates from any liability, claims, or damages arising out of your participation in the Retreat, except in cases of wilful misconduct or gross negligence.

8. Assumption of Risk

8.1 You acknowledge that participation in the Retreat is voluntary and that you assume all risks associated with your participation, including but not limited to those caused by the actions or inactions of other participants, our employees or representatives, or third-party service providers

9. Intellectual Property

9.1 All intellectual property rights in the Retreat content, including but not limited to text, images, audio, and video materials, are owned by us or our affiliates. You may not reproduce, distribute, or modify any Retreat content without our prior written consent.

10. Confidentiality and Privacy

10.1 We will collect and use your personal information for the purposes of providing the Retreat services and communicating with you about the Retreat. We will not disclose your personal information to third parties without your consent, except as required by law. We will also maintain the confidentiality of any personal or medical information that you disclose to us in connection with the Retreat.