

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.

Facilitators

In the unlikely event that either Jasmine or Stephanie are unwell or otherwise unable to facilitate, a qualified stand-in practitioner will take their place and deliver sessions of a similar modality. This substitution will not constitute grounds for a refund or credit.

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 the 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. Health, Liability and Participant Responsibility

4.1 By participating in the Retreat, you acknowledge that you are in suitable physical and mental health to take part in the activities offered.

4.2 You agree to inform the facilitators of any relevant medical conditions, injuries, or concerns prior to attending the Retreat.

4.3 Participation in all activities is entirely voluntary, and you accept full responsibility for your physical and emotional well-being during the Retreat.

4.4 Soulful Hideaway, its facilitators, and any associated practitioners are not liable for any injury, illness, loss, or damage sustained during or following the Retreat, except where caused by proven negligence.

5. Travel, Arrival and Departure

5.1 All participants are responsible for their own travel to and from the Retreat venue.

5.2 We are not responsible for any travel delays, missed connections, or transportation issues that

may affect your arrival or departure.

5.3 No refunds or credits will be issued for missed sessions, late arrivals, or early departures.

6. Code of Conduct and Community Guidelines

6.1 We ask all participants to engage in the Retreat with respect, openness, and kindness towards others.

6.2 Disruptive, disrespectful, or harmful behaviour towards facilitators, staff, or other participants will not be tolerated.

6.3 We reserve the right to ask any participant to leave the Retreat without refund if their behaviour compromises the safety or well-being of the group.

7. Photography and Media

7.1 During the Retreat, photographs and/or videos may be taken by the facilitators or media team for promotional purposes.

7.2 By attending the Retreat, you consent to the use of your image in such materials unless you expressly request otherwise in writing prior to the Retreat.

8. Governing Law

8.1 These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales.

8.2 Any disputes arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

9. Force Majeure

9.1 We are not liable or responsible for any failure to perform, or delay in performance, of any obligations under these Terms caused by events outside our reasonable control ("Force Majeure Events"), including but not limited to natural disasters, war, pandemic, government restrictions, or any other events beyond our control.

Acceptance of Terms

By submitting payment for your booking, you confirm that you have read, understood, and agree to be bound by these Terms and Conditions.