



## ARTFUL RETREATS TERMS & CONDITIONS

Please take the time to read and understand the conditions of booking set out below prior to booking your retreat with us.

### RETREAT CONFIRMATION:

Acceptance onto the retreat is subject to the following:

- Online booking completion with agreement to the T&C's
- Receipt of deposit and or payment in full
- Confirmation from Artful Retreats

is by the sole discretion of Artful Retreats and we reserve the right to refuse admission on any grounds, in which case all monies paid, will be refunded.

### PAYMENTS:

You will be offered two payment methods:

1. ONLINE PAYMENT: CREDIT CARD. This payment is automatically taken in full and includes the 30% non-refundable deposit.
2. OFFLINE PAYMENTS: Via bank transfer

You can use the email address [artfulretreats@icloud.com](mailto:artfulretreats@icloud.com) to communicate transfer monies Via bank transfers. Please note bank details:

Name: Island Colours,

IBAN: CH37 0025 5255 1131 2701 L,

BIC: UBSWCHZH80A

Reason: Please list name and retreat dates

- The payment can be made in full and includes the 30% non-refundable deposit.
- A 30% non-refundable deposit can be made to secure your reservation with emailed bank confirmation within 24hours.
- Balance is payable 30 days prior to arrival. If your booking is made within 30 days of the retreat date then the full amount is payable at the time of booking.

All bank charges must be charged to you otherwise there will be a shortfall in your payment we receive. Should the deposit / balance payment not be received within the time frame specified, Artful Retreats reserves its right to cancel your booking(s) and to charge the applicable cancellation fees set out below.

## CANCELLATIONS:

If you cancel your booking, cancellation fees will apply. A cancellation will only be effective when we receive written confirmation of the cancellation and have responded having acknowledged the cancellation.

If you cancel your retreat:

- 30 days or more prior to the retreat start date, we will retain the deposit;
- 30 days or fewer prior to the retreat date, we will retain 100% paid by you in connection with the booking.

We advise you to take out cancellation insurance at the time of booking, which will help cover any cancellation fees. If you fail to join a retreat, arrive after the commencement of the retreat, or leave the retreat prior to its completion, no refund will be made.

## BOOKING CHANGES:

If you wish to transfer from one retreat to another or transfer your booking to a third party you must notify us at least 30 days prior to the retreat date. A fee of Euros 70 per person per change will apply. If you notify us less than 30 days prior to the retreat date the refund policy applicable to cancellations will apply. Transfers to a third party are only permitted upon written request and can only be made to the retreat that was booked for.

## INSURANCE:

Please ensure that you have full travel insurance to cover the activities of this holiday. We strongly recommend that you obtain appropriate travel insurance at time of booking to cover cancellations or loss of items and medical expenses. We will not be liable for any loss or damages incurred through circumstances beyond our reasonable control. We also strongly recommend it cover cancellation, curtailment, personal liability and loss of luggage and personal effects. We do not accept liability for loss or damage to your personal property or any medical condition, which may develop during or after your holiday. Your travel insurance should cover these and any other contingencies. Whilst all measures are taken to ensure a high standard of health and safety, our retreats are situated on remote locations and we shall not be responsible for any injuries caused by nature or the environment.

## RETREAT CHANGES:

We will try and ensure that the programme set for the year will remain as such, however if for any reason a teacher becomes unavailable, we shall replace them with an equally suitable teacher. Wherever possible you will be advised in advance of any alterations to the schedule once booked. Artful Retreats however, reserves the right in any circumstances to cancel a retreat, in which case we will offer a full refund of all monies paid.

## EXCLUSIONS:

Without limitation, Artful Retreats, is not responsible or liable for bodily injury, death, delays, changes or losses caused by, but not limited to acts of God, war, threat of war, closure of airports, civil strife, natural disasters, accidents or any other events beyond or within our control; guests' injuries, illnesses, medical or psychiatric conditions developed during or subsequent to the holiday; loss of/or damage to personal property of guests.

## UPDATING OUR TERMS AND CONDITIONS:

We reserve the right to update and/or alter these terms and conditions at any time, and it is your responsibility to be familiar with them prior to booking with us. The latest terms and conditions can always be found above and will supersede any previous versions.