



## **Terms and Conditions**

All participants must make themselves aware of these terms & conditions before making your retreat booking.

### **1. Terms of Service**

1. Life Principles lists what is included in our retreats on the specific retreat webpages. Exclusions are also listed on the webpages, such as optional excursions and activities, as well as airfare and travel insurance. Airport transfers are included for groups.
2. We take responsibility for the bookings, arrangements and coordination of excursions and activities, but the Service Providers of each excursion and activity take full liability for the duration of the excursion or activity.
3. Your booking is not considered definite, and no contract will exist between you and Life Principles until we receive the required deposit amount from you, and there is a signed confirmation in the form of an invoice from us.

### **2. Reservation & Deposit**

1. To Reserve your spot on one of our Retreats, please Request and Accept the Quotation via email with the proof of the paid Deposit.
2. Also Accept and Submit the Terms and Conditions as well as the Completed Guest Information Form.
3. Your spot is only reserved when the deposit reflect on our side and deposits are non-refundable. This deposit amount goes towards your total retreat cost balance.
4. Upon Receiving all the above, an Invoice will be sent with the paid deposit and outstanding balance as proof of your registered place.

### **3. Payment**

1. All prices are per person (Euro/Dollar) and all bookings include a non-refundable deposit of 60% of the total balance per person.
2. Final payments are due 30 days before the start date of the retreat to keep your spot secure.
3. Payments can be made by electronic transfer or credit card via PayPal.

4. Refunds are available only according to the conditions described below.
5. The price is the exact amount to be received by us in Dollar/Euro irrespective of fluctuations in currency and irrespective of any third-party transfer charges.
6. 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.
7. If you do not submit full payment 30 days before the retreat, and do not respond to our communication, Life Principles retains the right to release your spot.
8. Consider travel insurance to protect the costs of your trip in the case of injury, illness, or inability to attend for other reasons.

#### **4. 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 if you do not travel as part of the retreat group or arrive at a different time at the airport than the other retreat guests.

#### **5. Travel Insurance**

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. Please bring the policy with you in case of an emergency.

#### **6. Your Health**

1. It is your responsibility to let our Practitioners, Facilitators and Service Providers know if you have any past or present injuries or health issues that may make you unsuitable to participate in certain activities. Failure to disclose any such information may result in Life Principles withdrawing you from the activities without refund. If a letter of suitability is required from a guest's medical professional, then this must be sent to Life Principles a minimum of 14 days prior to a retreat's start date.
2. It is also your responsibility to consult a doctor with an understanding of the activities to check that you are sufficiently fit and healthy to undertake physical activities that you may choose to do whilst on the retreat.
3. If you experience any injury or discomfort during any activity during the retreat, then please stop participating immediately and let the Practitioner, Facilitator or Service Provider know.
4. Please advise us of any mental or physical health conditions and dietary requirements by completing the Guest Information Form, before you book.

5. 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.
6. Whilst all measures are taken to ensure a high standard of health and safety, we shall not be responsible for any injuries caused by activities you partake in.
7. 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.

## **7. Cancellation by you**

1. If you wish to cancel your retreat, you must notify Life Principles in writing. You (or any member of your party) may cancel your booking at any time, but please note that all deposits are non-refundable.
2. If another person can be found to take your place, then we may offer you a partial refund at our discretion.
3. Bookings are for the stated period of the retreat. There are no refunds for an unused portion of the retreat.
4. Once the retreat has begun, no refund or unused portion of the retreat will be repaid in the event of cancellation by you, as group rates influence the group's individual rates.
5. 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.

## **8. Amendments by us**

1. Occasionally, changes may have to be made (e.g. a facilitator, the itinerary or other arrangements due to weather conditions), which we reserve the right to do at any time.
2. If a significant change becomes necessary, we will inform you as soon as reasonably possible.

## **9. Cancellation by us**

We reserve the right in any circumstances to cancel a retreat, in which case we will offer a full refund as far as possible, of all monies paid within 30 working days. Note that we make bookings and pay deposits to all the relevant service providers and tourist attractions to ensure a successful retreat and workable itinerary and will refund all deposits and monies that we can get refunded, with letters of confirmation of any deposits made to service providers which is not refundable.

## **10. Our liability to you**

1. 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 high standard.
2. In the case of bad weather conditions, we will amend the itinerary to ensure as best we could that all activities and excursions can happen at times that are more suitable or as the weather permits it.
3. We do not accept any liability for cancellations, delays or changes caused by force majeure such as war, threat of war, terrorist actions or threats, closure of airports, civil strife, industrial action, natural disasters, technical problems to transport, service provider or staff cancellations, unforeseen changes in your personal circumstances or other events beyond our control.
4. We are not liable for any injuries you may incur. Activities and Excursions 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.

## **11. Group Bookings**

1. Where a booking is made on behalf of several individuals the booking is conditional on the person(s) paying having authorisation from all the individuals named on the booking form to enter into this contract.
2. 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.

## **12. No Liability for Possessions**

It is your responsibility to ensure that your possessions are kept safe at all times. This includes hire cars or other personal belongings or equipment.

## **13. Media**

1. Life Principles reserves the right to take photos/video recordings of guests during activities and excursions, and the guest accepts that all rights whatsoever arising in the recordings shall be solely owned by Life Principles.
2. The guest accepts and agrees that any photos/video recordings may be used by Life Principles at its absolute discretion in any manner, including but not limited to its web site, promotional material & advertisements.
3. If you do not agree to this, kindly notify us before the start of your retreat.

## **14. Privacy Policy**

1. We are committed to protecting & respecting your privacy and Life Principles is POPI Compliant.
2. Any personal data that you submit will be retained by Life Principles for as long as you use the services and systems provided on the web site. Financial data you submit will not be stored or recorded, nor shared with any 3rd parties.
3. Unless we are obliged or permitted by law to do so, your data will not be disclosed to third parties.
4. All personal data is stored securely in accordance with the principles of the Data Protection Act.
5. Any or all of the above data may be required by us from time to time in order to provide you with the best possible service & experience whilst using our web site, specifically data may be used by us for the following:
  1. Internal record keeping.
  2. To help to improve our products & services.
  3. To transmit via e-mail or phone details of our products & services which may be of interest to you.

## **15. Conduct**

All guests must refrain from any illegal act or any conduct unbecoming a retreat guest, conduct or language which may give offence to a team member or guest or any act which may cause damage to property. If Life Principles or any of its facilitators, consultants or agents become aware of any such act / conduct then Life Principles and its facilitators, consultants or agents may, at their absolute discretion, ask the client to leave the premises, property or facility, this will be without refund or compensation to the guest, in these circumstances we will have no further responsibility or liability to the guest.

## **16. Complaints**

If you feel that a complaint is warranted, you must raise the issue directly with the Director of Life Principles. Any retrospective complaint must be made in writing to Life Principles within 14 days of the end of your retreat.

## **17. Legal Disclaimer**

1. The information contained on this Site and in the Retreat Presentations is for general guidance on matters of interest only and the activities and sessions is part of a comprehensive health and wellness system and is solely for use as part of a self-improvement program.

2. None of the information provided on this Site or during this Retreat is intended to act as a substitute for medical advice, nor does it involve the diagnosis, prognosis, or prescription of remedies for the treatment of any disease.
3. While we have made every attempt to ensure that the information contained on this Site and in the Retreat Presentations has been obtained from reliable sources, we are not responsible for any results obtained from the use of this information.
4. In no event will Life Principles, our Practitioners, Facilitators and Service Providers, related Collaborators or Partnerships, or the agents or employees thereof be liable to you or anyone else for any decision made or action taken in reliance on the information on this Site or for any consequential, special or similar damages, even if advised of the possibility of such damages.
5. Certain links on 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 on other Web Sites.

I have read the above, understand everything and accept the Terms and Conditions.

**BY ACCEPTING THE QUOTATION VIA EMAIL WITH THE PROOF OF THE PAID DEPOSIT,  
AND ACCEPTING AND SUBMITTING THE TERMS AND CONDITIONS,  
AS WELL AS COMPLETING THE GUEST INFORMATION FORM,  
YOUR RETREAT BOOKING WILL BE CONFIRMED WITH AN INVOICE VIA EMAIL.**

\_\_\_\_\_  
RETREAT GUEST

\_\_\_\_\_  
DATE

\_\_\_\_\_  
EMAIL ADDRESS