

## Sunshine Yoga Retreats: Terms and Conditions

1. It is the customer's responsibility to check the reservation and ensure that the particulars contained therein are correct. Payment of deposit and associated retreat fees constitutes acceptance of the terms and conditions below.

2. The customer shall pay Sunshine Yoga a non-refundable, non-transferable deposit in the sum of 25% (minimum €395) of the total amount due for each person named in the reservation.

3. The balance monies due shall be paid by the customer to Sunshine Yoga not less than 12 weeks prior to the date of departure. Bookings within the last 12 weeks must be paid in full at time of booking. Payment can be made via the web site (Paypal) or bank transfer.

4. If payment of either the deposit or the balance is not received by the due date Sunshine Yoga reserves the right to cancel the reservation and retain the deposit.

5. In the event of cancellation by the customer, regardless of the circumstances, the following refund fees, minus the deposit, apply. The deposit is non-refundable, as mentioned in 2:

Cancellation 4 weeks or less before due arrival date, 0% refund

Cancellation 4 to 8 weeks before due arrival date, 25% refund

Cancellation 8 to 12 weeks before due arrival date, 50% refund

Cancellation more than 12 weeks before due arrival date, 100% refund

6. Due to teacher cancellations or other situations beyond our control, Sunshine Yoga reserves the right to change bookings and shall inform the customer as soon as possible. Alternative arrangements will be offered but we do not accept responsibility for any costs incurred, including airfare.

7. Sunshine Yoga is not held liable for flight costs.

8. Sunshine Yoga reserves the right to offer discretionary discounts and this does not affect the status of any guests who have paid the full price and no discount will then become due to them.

9. The customer shall not use the property except for permitted use and shall not use the property for any offensive, noisy, dangerous, illegal, entertainment, immoral or improper purposes. The customer shall not do anything which may be a nuisance or annoyance to Sunshine Yoga and its guests, staff or owners.

10. The customer shall keep all Sunshine Yoga and retreat venue's fixtures, fittings, furniture and effects in a clean and good condition and shall replace any articles which are destroyed or missing with articles of a similar kind and of equal value.

11. Sunshine Yoga reserves the right at its sole discretion to terminate use of the venue or any of its facilities by the customer in the event of any breach of these terms and

conditions. The customer will be required to vacate the venue and Sunshine Yoga shall not refund payment or accept any consequential liability damages or loss.

12. Sunshine Yoga retains all copyright licence rights and sole exclusive ownership of the information, photographs and material displayed on its website. The material may not be modified, copied or used in any other way.

13. Any user of the website has to be 18 years of age or older and agrees to be entirely financially responsible for all charges and other fees arising from use of the website.

14. Sunshine Yoga accepts no responsibility for keeping the website up to date and will not be liable for any loss by its failure to do so. We are not responsible for the contents of any links displayed on our website.

15. It is the customer's responsibility to ensure that he/she has all the relevant travel documentation and arrives at the airport in time.

16. Sunshine Yoga can accept no responsibility for delay or cancellation of any flights, train, buses or other forms of transport.

17. Sunshine Yoga reserves the right to alter any facility accommodation or yoga activity.

18. The customer must comply fully with all and any health and safety regulations introduced by Sunshine Yoga. The customer must ensure that he/she is medically and physically fit and able to use our facilities and participate in activities. Customers who have injuries or illnesses are advised to seek doctor's advice if practicing yoga. Sunshine Yoga is not liable for any injuries to the customer in his/her use of our facilities or participation in activities. A customer must always stop and rest if he/she is feeling any pain or sickness and inform the teacher of any previous injuries.

19. Sunshine Yoga cannot accept any responsibility for loss or damage of personal possessions or valuables of the customer.

20. In the event of a customer having any complaint then he/she will not discuss this with any third party and shall notify the manager as soon as possible whereby every effort will be made to resolve the matter.

21. Sunshine Yoga shall not be liable for any failures beyond its control. This covers natural disasters, war, 'acts of God', closure of airports, civil strife, accidents or failure to perform by third parties, including suppliers and subcontractors.

22. Sunshine Yoga accepts no liability for loss, damage, injury or illnesses which may be received during the customers stay or travelling to and from Sunshine Yoga.

23. We recommend that all customers have adequate travel, cancellation and medical insurance for the duration of the trip.

24. These terms and conditions shall be governed by English Law and the parties consent to the exclusive jurisdiction of the English courts in all matters regarding them.

# Privacy Policy

## Our Commitment to Privacy

Your privacy is important to us. To better protect your privacy we provide this notice explaining our online information practices and the choices you can make about the way your information is collected and used. This privacy policy sets out how "Sunshine Yoga" uses and protects any information that you give "Sunshine Yoga " when you use this website. " Sunshine Yoga" is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

"Sunshine Yoga" may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from April 1<sup>st</sup>, 2012.

### What we collect:

We may collect the following information: \* name and job title \* contact information including email address \* demographic information such as postcode, preferences and interests \* other information relevant to customer surveys and/or offers

### The Information We DONT Collect:

Credit/Debit Card Information - all payments are processed through PayPal, who ensure your banking details are never viewed by us.

### What we do with the information we gather:

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons: \* Internal record keeping. \* We may use the information to improve our products and services. \* We may periodically send promotional emails about special offers or other information which we think you may find interesting using the email address which you have provided. \* From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail. We may use the information to customise the website according to your interests.