

BALA BROOK RETREAT TERMS

The ethos of Bala Brook is based on awareness and taking responsibility for ourselves as individuals and as a 'pop-up' community.

We believe the site is sacred and ask all those who stay at the retreat centre to honour and respect its sacred quality and to be mindful of their behaviour in their time at the retreat centre.

We ask that no drugs, alcohol or tobacco be consumed at Bala Brook and that the food is vegetarian.

Towels are not provided but they can be hired at an extra cost of £6pp.

Departure on the final day of the retreat is before 12pm. You are asked to strip your beds and leave the bed linen and towels in the baskets provided. Please leave your bedroom and bathroom clean and tidy.

Please notify Sarah if there have been any damages or breakages.

BOOKING & CANCELLATION POLICY

Bookings:

- Bookings are taken on a room basis only.
- A deposit of £250 secures the booking of the room.
- Where the room booking is shared between friends, it is possible to have separate invoices sent to each participant, but the room rate still applies, in the event that one participant cancels their space.
- The final balance is due 4 weeks before the retreat start date.
A reminder will be emailed to you with the payment options available.

Cancellations:

- Cancellations made up to 60 days before the retreat start date, will be issued a full refund of the deposit paid.
- Cancellations made up to 30 days before the retreat start date are not entitled to a refund of the deposit paid, unless your retreat space is re-booked.
- Cancellations made within 30 days of the retreat start date are not entitled to a refund of the balance paid, unless your retreat space is re-booked. Any refunds are discretionary and subject to a £50 administration fee.

COVID POLICY

All government guidance will be followed during the retreat and you will be provided a list of COVID safety measures in place with your information pack.

In the event of a full lockdown or government restrictions preventing the safe running of the retreat, a full refund will be issued.

In the event of Sarah becoming infected with the corona virus within 14 days of the retreat start date, the retreat will be cancelled, and a full refund will be issued. Where possible, alternative retreat dates will be offered.

In the event of you (the participant), becoming infected with the corona virus, it will **NOT** be possible for you to attend the retreat in any form, unless a negative test has been provided, prior to the retreat start date.

In this scenario, please inform Sarah as soon as possible. Different options are available if you wish to cancel your place, depending on your room booking.

If you have booked a room on a single-occupancy basis, Sarah can re-advertise your space on the retreat. If re-booked, you will be issued a refund of the rate received, minus a £50 administration fee.

If sharing a room, you must notify your room buddy to discuss your options:

1. You may be able to find a new participant to take your space – this **MUST** be agreed by your room buddy. In this scenario, any exchange of money is done privately between yourselves. You must advise Sarah of any changes as soon as possible, providing a contact email.
2. Your room buddy may take the room on a single occupancy basis instead. In this scenario, any exchange of money is done privately between yourselves. You must advise Sarah of any changes as soon as possible. A small discretionary refund may be issued.
3. You may decide to cancel your room booking. In this scenario, both your spaces on the retreat will be re-advertised and you will only be issued a refund if your space(s) are re-booked. Your spaces may be offered at a reduced rate and you will only receive the rate(s) received, minus a £50 administration fee.

In all the scenarios listed above, you are **NOT** entitled to a refund of any kind, in the event of cancelling your space on the retreat due to COVID.

Any refunds offered are discretionary and no liability is held for any other costs you may have incurred, such as travel or accommodation.

With this in mind, it is highly recommended that you take out suitable travel insurance which covers you for all personal circumstances that may prevent you from attending the retreat, including injury, illness and the corona virus.