

## 1. Booking

(a) Your booking is not considered definite and no contract will exist until we receive the deposit from you and you agree to these terms and conditions.

(b) We do not share customer details with any 3rd parties.

## 2. Payment

(a) The price is the exact amount to be received by us in British Pounds.

(b) The full payment amount is due on the 31 August 2020.

The deposit you can make after accepting our terms and conditions. The outstanding balance you pay according your invoice through the bank transfer.

## 3. 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.

## 4. Travel Insurance

(a) Travel insurance is recommended. If you choose to buy insurance we require that your travel insurance covers the activity of this retreat as well as unexpected cancellation, sickness, losses and all the usual risks. You should bring the policy with you in case of an emergency.

## 5. Your Health

(a) It is your responsibility to let your head teacher know if you have or experience any injury or discomfort during any activity during the retreat, then you must desist immediately.

(b) Please advise us of any mental or physical health conditions and dietary requirements before you book.

(c) Whilst all measures are taken to ensure a high standard of health and safety, we are situated in the countryside where the land is uneven and we shall not be responsible for any injuries caused by uneven terrain.

(d) Women who are 12 to 28 weeks pregnant should 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

(a) You may cancel your booking, providing that the cancellation is made by the person submitting the booking form and is notified to us in writing. Cancellation will take effect the day such notification is received by us. If such cancellation is made within less than 60 days before the start of the retreat, we will retain the deposit of the retreat. Or you can transfer the money to another training, workshop or retreat at Healing Hands Edinburgh the Reiki school.

(b) Bookings are for the stated period of the retreat. There are no refunds for an unused portion of the retreat. 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. Cancellation by us

We reserve the right in any circumstances to cancel a retreat. In particular our retreats require a minimum number of at least 50% of the participants to have booked by 60 days before the start date. If this minimum number is not reached by that date we may cancel and refund the money to you.

## 9. Our liability to you

(a) 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 reasonable standard.

(b) We do not accept any liability for cancellations, delays or changes caused by war, threat of war, terrorist actions or threats, closure of airports, civil strife, industrial action, natural disaster, technical problems to transport, staff cancellations, unforeseen changes in your personal circumstances or other events beyond our control.

(c) We are not liable for any injuries you may incur. 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.

## 10. No Liability for possessions

(a) It is your responsibility to ensure that your possessions are kept safe at all times. This includes hire cars or other hired equipment.

## 11. Complaints

If you have a problem during your retreat, please inform the organizer immediately and he/she will endeavor to put things right. Please note that we cannot be responsible for the individual behavior of any group member or other guest sharing your accommodation.

## 12. Privacy Policy

We do not share customer details with any 3rd parties. Any personal information that you provide to us will be used only for the service you requested. This information is used only for

administration of the site system and in the compilation of statistics used by us to assess the use of the site. This privacy policy does not cover the links within this site linking to other sites.

## 13. Photography

During the retreat, we are planning to take some photos and make videos for Healing Hands Edinburgh the Reiki School which will be published on its Facebook page, website and other media. If you don't want to be on those pictures, please let us know in advance.

## 14. Smoking and alcohol.

Smoking will only be permitted outdoors and at a fair distance away from the building. Under no circumstances will be permitted indoors, not even in private rooms or bathrooms.

The consumption of alcohol will be prohibited during the whole duration of the retreat.