



Joy Yoga and Wellness

71a Paisley Road,
Bournemouth
BH65ED
25/10/2021

Payment Terms & Conditions

DEPOSIT

A non-refundable deposit of 30% of the total booking amount is required for our customers booking to be confirmed. This amount is deducted from your final bill. If your booking is made within 90 days of the departure date, the full amount of the trip is due immediately following registration.

FULL PAYMENT

Upon receipt of your deposit, we will send you an invoice for the amount you have paid. If you have chosen to make payment installments, full payment is due 90 days prior to the start of the retreat. You may pay with credit card or bank transfer (preferred).

LATE PAYMENTS

We must pay our venues in advance; therefore we must collect your full payment no later than 90 days in advance of the start of the retreat. Also please note that 90 days is the cut off date for transfer of registration. Any bookings made after the 90 day cut off will be required to pay the full amount at the time of booking.

CANCELLATION POLICY

A refund of monies paid beyond the non-refundable deposit is only available if you can provide another client to fill your space. Please note that there will be no refunds or discounts for arriving late, leaving early, flight cancellations, travel delays, or illness. If you cancel your participation in a retreat for any reason, the cancellation policy will apply, with no exceptions. We wish we could compensate people for unforeseen circumstances, but we have costs already incurred when reserving



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retreat centres and hotels. We have designed our cancellation policy to be as compassionate as possible in the case that your plans change. To insure yourself further, we strongly encourage you to purchase travel insurance.

IF WE CANCEL THE YOGA RETREAT

We have never had to cancel a retreat, however, if we do cancel a trip due to not having enough participants, we will refund to you all deposits and payments you have paid (less credit card fees). We cannot however compensate you for airfare or travel costs incurred. In the unlikely event that we must cancel a yoga retreat due to weather, natural disasters, war, political upheaval, or any other circumstances outside of our control, we cannot guarantee any refunds. To cover these risks, again, we highly recommend you purchase travel insurance.

TRAVEL INSURANCE

We strongly suggest that each trip member purchase individual travel insurance for their trip. It can be a minimal expense for the benefits it provides. We suggest that you include the “cancel for any reason” option and a policy that includes medical coverage. The best way to protect yourself from any unforeseen circumstances is to purchase trip insurance.

Covid-19

1. We will take the necessary steps to comply with guidance for cleaning protocols to reduce the risk of infection during the retreat.
2. What to do if you or anyone in your group experiences any of the key symptoms of COVID-19 before your trip: (persistent cough, temperature, loss of taste or smell) - If you experience any of the key symptoms of COVID-19 or have



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tested positive in the 10 days prior to your trip, you are advised not to travel and agree to inform Joy Yoga and Wellness that your stay will no longer be possible.

3. In making your booking you accept that Joy Yoga and Wellness may need to cancel your booking at short notice due to COVID-19. This could be due to UK Government/Local Authority advice in our local area; an outbreak on the island, return to lockdown in our local area, personal circumstances surrounding the virus (for example ill health) or the guests prior to your stay requiring self-isolation. If applicable and an alternative cabin is available, then we will transfer your stay where possible but we cannot guarantee this. Should we not have alternative accommodation or your stay is not possible for any of the other reasons above we will refund any payment received. Joy Yoga and Wellness will not be liable for any further costs due to the cancellation of your stay and you are strongly advised to take out adequate travel insurance for your holiday.
4. Due to uncertainties surrounding Covid-19, Joy Yoga and Wellness reserves the right to update or amend Covid-19 related terms and conditions for future reservations at any time.