



Booking Terms and Conditions

Acceptance onto a retreat is subject to the following:

Acceptance of these Terms and Conditions

Receipt of deposit / payment and confirmation from Sen Wellness

Receipt of a completed "Pre-retreat form"

The retreat is undertaken at your own risk. It is each guests' responsibility to check the reservation and ensure that the particulars of the booking are correct. Payment of a deposit and associated retreat fees constitutes acceptance of the terms and conditions below.

The minimum age of any participant and guest is 18 unless otherwise agreed in writing at our discretion.

Full payment for the retreat must be made 30 days prior to arrival unless alternative arrangements for payment are agreed with us in writing in advance of booking.

Cancellations:

- Made in advance of 40 days ahead of the retreat incur a \$100 cancellation fee and return of the balance
- within 40 days will incur a charge of 40% of the total
- within 21 days the full balance is payable

We aim to be as compassionate as possible with our cancellation policy and in exceptional circumstances we may permit re-booking alternative dates, Sen Wellness will transfer the retreat package at our discretion and subject to availability.

Cancellations need to be requested in writing and are effective once confirmed by Sen Wellness.

If we need to change the retreat programme any reason we will notify you as soon as possible to these changes.

Please note that we do not issue refunds or discounts for arriving late, leaving the retreat early, flight cancellations, travel delays, illness or any irregularities with your documentation.

It is your responsibility to have travel insurance that covers your booking as well as potential losses, cancellations, illness or damage and risks. We do not accept liability for loss or damage to your personal property or any medical condition, which may develop during or after your holiday. Your holiday insurance should cover these and any other contingencies.

Transfers to and from the Sanctuary are with third party drivers that are hired by us on your behalf and are taken entirely at your own risk.

You must make Sen Wellness aware at the time of booking of any pre-existing medical conditions, treatments, surgeries that you have had, allergies and intolerances upon booking. Failure to notify Sen Wellness of any pre-existing medical conditions, treatments, surgeries that you have had, allergies and intolerances in your booking form may result in you not being able to take part in the retreat.

Sen Wellness does not store any banking data or share personal customer information with third parties.