

Cancellation policy

As a goodwill gesture, in the event of cancellation by the customer prior to the start date of a retreat/event/course, regardless of the circumstances, the following refund fees and terms apply, minus any deposit fee paid (as this is non-refundable in the event of the cancellation by the customer).

In the event of cancellation by the customer refunds for retreats/events/courses are on a sliding scale. Provided written notice is given, fees will be refunded according to the following sliding scale as soon as is reasonably practicable and no later than 30 days after receipt of written notice (N.B. the following refund of fees is after the deposit and any admin fees have been deducted):

- 6 weeks or less before start date: 0% refund.
- 6 to 8 weeks before start date: 25% refund.
- 8 to 12 weeks before start date: 50% refund
- more than 12 weeks before start date: 100% refund.

In the event of cancellation by the customer refunds for all retreat/event/course bookings may incur up to a £50 admin fee or a fee of 20% of the full price of the retreat/event/course.

The organiser reserves the right to postpone or cancel a retreat/event/course. In the unlikely event that the organiser postpones or cancels the retreat/event/course of their own accord, the organiser agrees to give as much notice as is possible. Under no circumstances will the organiser be responsible for any additional costs the customer has incurred around the booking.

If a retreat/event/course is postponed, the customer reserves the right to transfer their booking across to the next retreat/event/course advertised by the organiser. In the case of postponement, all fees received by the organiser will be transferred to the new retreat/event/course or alternatively, and at the discretion of the organiser, a full refund including the deposit will be given.

In the event of cancellation by the organiser, the organiser will offer the customer a full refund including the deposit or alternatively, and at the discretion of the organiser, the organiser will retain the fees paid as a credit to be applied to a future event of the customer's choice.

In the event the organiser is forced to cancel the retreat/event/course due to government requirements a full refund will be offered to the customer minus a £50 admin fee and the non-refundable deposit or alternatively, at the discretion of the organiser, the organiser will retain the fees paid as a credit to be applied to a future event of the customer's choice.

With respect of retreats/events/courses, you are required to have your own insurance (including travel insurance) to cover unexpected cancellation, sickness, losses, and all usual risks as well as for the activities to be undertaken during the retreat/event/course.

Notwithstanding the foregoing and in exceptional circumstances please contact jo_bogacz@hotmail.com