

Terms and conditions for Superari Retreats

1. The deposit stated is non-refundable and non-negotiable
2. If a retreat is to be cancelled due to unforeseen circumstances, we will offer a suitable alternative at a similar time.
3. Spaces are non-transferable. If you need to cancel the following charges apply:
 - a. Non-refundable deposit
 - b. Cancellation within 2 months of event 50% of remaining payment will be charged.
 - c. Cancellation within 8 weeks of event 75% of remaining payment will be charged.
 - d. Cancellation within 6 weeks or less, no refunds and full payment is required.
4. If you cannot attend due to an unforeseen emergency for example a serious medical matter (non-cosmetic) or death in immediate family, we will do our very best to help find a replacement and reimburse you as much as possible. We cannot, however, guarantee that a replacement can be found in which case you will be liable for full costs.
5. No refunds will be issued if the teacher on site is changed or replaced by alternative Superari or other reputable teaching school qualified teacher.
5. Superari Retreats reserves the right to ask attendees to leave or refuse entry to retreats with no refunds if any guests display:
 - Inappropriate behaviour including and not limited to disruption of sessions, activities, inappropriate dress, or disrespecting local cultural sensitivities
 - The use of drugs including but not limited to cannabis, vaping, nicotine smoking, cocaine, heroin and mis use of pharmaceutical drugs
 - Lack of attendance or engagement during Yoga sessions unless due to illness or difficulties as agreed with by the teacher
 - Inappropriate behaviour during Yoga sessions such as lack of promptness, arriving intoxicated or continued use of foul language
6. Superari Retreats accepts no liability for loss, damage or theft of personal property.
7. Superari Retreats accepts no liability for travel or flight cancellations or postponements. All guests are advised to ensure they are covered with ATOL protected travel insurance. No refunds will be issued for any days missed.

8. Superari Retreats accepts no liability for any health conditions or allergic reactions due to food. All allergies and health conditions MUST be confirmed in writing via email to the retreat organiser at least 14 days in advance.

9. Superari Retreats reserves the right to film and post pictures and footage from all retreats. If you would not like to be featured in content, please advise the retreat organiser on the first day of the retreat.

10. Your personal details will be processed in accordance with the Data Protection Act 2018. The purpose of collecting both your name and authorisation is to verify your agreement to the terms and conditions of the service and in case of emergency, to supply information to the emergency services. The purpose of asking whether you are pregnant or have health concerns is to assist the teacher in making the session safe for all participants. The purpose of collecting your social media information is because many tickets for events, classes and retreats are announced exclusively through Instagram and Facebook. (@yogi_rakhee). To give this information is optional and your information will not be shared. The Data Controller is Superari Retreats. Your data will not be shared with any third party company.

11. In the event you would like to make a complaint, please email rakhee@superariretreats.com and a complaints form will be issued to you. Superari Retreats reserves the right to review the complaints form and refuse compensation at their discretion. Complaints reviews procedures take up to 90 days excluding holiday periods such as Christmas and Summer Breaks.

12. If you are pregnant, have serious mental or physical conditions which may limit or impact your presence at retreats or the experience of others, please speak to the retreat organiser to discuss your needs PRIOR to making a non-refundable deposit payment.
