

TERMS AND CONDITIONS

To offer the most suitable and affordable services, Blisstopia Retreats applies the following terms and conditions. By booking our journeys, workshops or coaching sessions, you state that you have read and agree with the following terms and conditions.

Terms & Conditions updated on November 1st 2022

1. CANCELLATION POLICY

1.1. The registration for workshops, courses, and retreats is binding when you receive a confirmation email. In case of cancellation more than 90 days before the start of the retreat, 100% of the price is refunded. In case of cancellation less than 90 days before the retreat / course start, there is no refund. NOTE: Blisstopia Retreats will offer a credit for a future retreat that can also be gifted to another if you are unable to attend the retreat you placed a deposit on and are inside of 90 days from the retreat date.

1.2. Cancellations of coaching/private sessions by the Client must take place minimum of 72 hours before the beginning of that session. Any sessions scheduled before 9 am have a cancellation fee of 100% if canceled after 8 pm the night before. Exceptions can be made and are at the discretion of Blisstopia Retreats and depend on circumstances.

1.3. Workshops, courses, retreats at **discounted rates** cannot be canceled.

1.4. Gift vouchers are not refundable.

1.5. All cancellation are only valid if in writing and sent to info@blisstopiaretretreats.com .

1.6. A 10% admin fee will be charged on any refunds.

2. PAYMENT TERMS & METHODS

2.1. For all retreats and dates, a 50% deposit is required to complete and secure your booking. You may book a retreat with a deposit (down payment) until 8 weeks prior to the retreat start date, after which full payment is required to secure your spot. The

remaining balance of your retreat payment is due 24 hours before the retreat begins. We will notify you of the balance due date after your deposit has been processed. If the final balance is not received by the due date, then your booking cannot be guaranteed and Blisstopia Retreats reserves the right to cancel your booking without refunding your deposit.

2.2. Please consult the pricing on the website for the most up to date prices.

2.3. Available payment methods:

- cash (in person coaching sessions only)
- credit card (Visa or MasterCard, Amex, or Discover) via ThryvPay
- EFT (local or international), e.g. Zelle or Venmo

2.4. The Client is solely responsible for the management of recurring payments.

3. DISCOUNTS

3.1. Discounted rates for can be negotiated at Blisstopia Retreats discretion. Discounted rates have a separate cancellation policy (please see point 1.3.)

3.2. Discounted rates must be paid in advance for the retreats booked and are non-refundable unless canceled by Blisstopia Retreats without adequate provision of make-up classes or substitute.

4. COPYRIGHTS

4.1. The Copyright of Blisstopia Retreats brand and trademark lies solely with Blisstopia Retreats. The Client may not use the trademark without written consent from Blisstopia Retreats management.

4.2. All materials, images, exercises, videos, and any other content or media provided as part of Blisstopia Retreatss courses, workshops, and coaching sessions are entirely for your personal use. They may not be shared, copied, resold or in any way sent to third parties, either for profit or for personal use. No other use of the materials or information is authorized. Any violation of this may result in civil and/or criminal liabilities.

5. CONFIDENTIALITY

5.1. All information shared by the Client during workshops, courses, retreats and coaching sessions are confidential, however Blisstopia Retreats is legally obligated to inform emergency services and/or other authorities should we believe you are in danger of harm, may harm yourself, or others; or are in a potentially illegal situation or engaging in unlawful activity.

5.2. All your data, including personal information, contact details, and payment details are and will remain confidential unless I am legally required to divulge this information by request, or you give Blisstopia Retreats explicit permission in writing to share it on your behalf.

5.3. Participating in mindfulness programs means you permit Blisstopia Retreats to refer anonymously to any of our breakthroughs or experiences in promotional material – e.g., when appearing on Facebook, or Instagram posts, to help other people who may be in similar situations. It will ALWAYS be entirely anonymous, and will never refer to any identifying features, e.g., name, location or relate to a specific circumstance. You may, at any time, withdraw this permission.

6. GUARANTEES

Blisstopia Retreats do not make any guarantees about your results and cannot guarantee a specific outcome, e.g. ‘a new, perfect partner by X date’ or a ‘no stress by the date we agreed.’ Personal results may vary depending on individual efforts, and an infinite number of external factors. Blisstopia Retreats will aim to provide you high level of service, helping you to get the most out of any program, but Blisstopia Retreats is not liable for any loss, damage or other expense you may incur as a direct or indirect result of coaching or other services used, especially where/if you have not followed the course as directed.

A Note on Mindfulness Coaching & Workshops Mindfulness. It is not therapy, counselling, or psychiatry. In a very brief summary, coaching can be a fantastic personal growth tool, but it is about now, being present, looking inside and ahead to better understand how to replace reactivity with responsiveness to everyday life events, rather than rehashing past and curing any traumas. Mindfulness programs may include some evaluations of the past and can produce positive results. However, mindfulness isn't designed to evaluate, or fix, past events or trauma. Blisstopia

Retreats reserve the right, at any time, to stop any mindfulness related process with the Client if we believe mindfulness is not suitable for the issues at hand. We may be able to suggest other treatment, but take no responsibility for any other service or recommendations after that. None of my methods, advice or systems should be taken to replace, or in any way officially support, any guidance or treatment plan set out by a qualified physician, psychotherapist, psychiatrist, therapist, or counselor.

7. LIABILITY

The Client certifies that they are physically and mentally fit, and have not been advised to not participate by a qualified medical professional. They confirm that there are physical and mental health-related reasons or problems, which preclude their participation in this activity. The Client acknowledges that Blisstopia Retreats will use this Release of Liability Form and that it will govern their actions and responsibilities at all activities with Blisstopia Retreats. By confirming the reservation of the activity, the Client hereby certifies that they are over 18 years old, they have read this document and fully understand its content, they are aware that this is a release of liability and a contract and accept it of their own free will.

For general questions arising out of these Terms & Conditions, please contact Mark at info@blisstopiaretreats.com

PRIVACY POLICY

We care about you and your privacy so we have designed this privacy policy in order to inform our users about the way we collect any kind of information from them and how we use that information. By using BLISSTOPIA RETREATS (the “website”), you agree to the terms of this Privacy Policy and [Terms & Conditions](#).

Blisstopia Retreats may collect information such as your name, email address, phone number when contacting us regarding your initial queries, or booking our services. We advise you to please carefully go through the document in order to understand our privacy policy. Moreover, we may change this document or make some adjustments from time to time, please make sure to visit this page regularly to stay up to date.

Information and its use

When purchasing our services, or simply signing up for our e-mail newsletter, you are required to enter personal details which may include:

- Your name
- Email address
- Postal address

- Country
- Phone numbers
- Debit or credit card details

We collect the information from you in order to:

- Inform you about all the latest products, deals and other information relevant to you. All information will be delivered by e-mail.
- Track your activity on our site. We may use this information in order to conduct market research that will help us to deliver a customized service to our users. Our tracking activities do not have any impact on your surfing experience on our website and these activities are completely safe.

You can choose not to provide certain information, but in so choosing you may not be able to take advantage of many of our features. We use the information that you provide for such purposes as responding to your requests, customizing future experiences for you, improving our operations, and communicating with you.

You can visit our website, read materials, and browse the website's contents without giving us any personally identifiable information. In order to provide you with the most efficient and enhanced personalized service and attention, we collect certain information automatically.

How We Collect and Use Information

Log Files. When you visit our website, the information from your website is automatically gathered by our servers from your browser. The information includes your IP address, browser specifications, Internet service provider you use, pages you visit, type of platform and the number of clicks. By doing this we analyze trends and brands, prevent fraud, gather demographic info and many more. We do not share the log files and they are safe.

Cookies. When you are visiting our site or using our Services we use "cookies" to track some information. Cookies are actually extremely small files that are placed on your computer. They allow us to keep track of the number of visitors and to recognize the repeat visitors from the new ones. Furthermore, cookies allow us to save user preferences and at the same time to keep track of the current user trends. For us

cookies are important and if your browser rejects all cookies you will not have proper use of the website. Any User that rejects the use of cookies assumes all the responsibilities for any possible loss. The cookies are not linked to any Personally Identifiable Information (“PII”).

What cookies the “website” use

- **Strictly Necessary Cookies** – these cookies are essential in order to enable you to move around the “website” and use its features. Without these cookies, services you have asked for (such as navigating between pages, using a shopping cart or e-billing services) cannot be provided.
- **Analytics and Performance Cookies** – we make use of analytic cookies to analyze how our visitors use the “website” and to monitor the ‘website’s” performance. This allows us to provide a high-quality experience by customizing our offering and quickly identifying and fixing any issues that arise. For example, we might use performance cookies to keep track of which pages are most popular, which method of linking between pages is most effective, and to determine why some pages are receiving error messages. We might also use these cookies to highlight articles or site services that we think will be of interest to you based on your usage of the “website”. The information collected by these cookies is not associated with your personal information by us or by our contractors.

Web Beacons. “Web beacons” are often used together with cookies to personalize the website for our users. They are also used to collect a small amount of information about our visitors. Web beacons, that are also called “clear gifs” or “pixel tags” are actually small graphic images that are transparent. Also, the use of Web beacons is sometimes through email in order of understanding the behavior of our Users. Web beacons are not linked to any PII.

THRYV

Blisstopia Retreats website is hosted on Thryv. They provide us with an online platform that allows us to present and sell our products and services to you. Your data is stored through Thryv data storage, databases, and the general WordPress application.

Third-party Services

In general, the third-party providers used by us will only collect, use, and disclose your information to the extent necessary to allow them to perform the services they provide to us.

However, certain third-party service providers, such as payment gateways and other payment transaction processors, have their own privacy policies with respect to the information we are required to provide to them for your purchase-related transactions.

For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers.

In particular, remember that certain providers may be located in or have facilities that are located in a different jurisdiction than either you or us. So if you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located.

Once you leave our website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website's Terms of Service.

Blisstopia Retreats use ThryvPay as our payment gateway.

Links

When you click on links on our website, they may direct you away from our site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy statements.

Contact Terms

Telephone: We may contact you personally if we feel it is necessary for us in order to fulfill our obligations towards you or even answer your queries. We may also call you to get your permission to post your success story on our website.

Email: We reserve the rights to send emails to those who signed up on our website or posted any query. We will never spam you. If you are interested in not receiving any

email from us, you can always unsubscribe us. All the emails are sent by our company and we don't share your personal details with third party sites, other than [MailChimp](#), and in their case specifically only for the purposes of administering our newsletter. You may unsubscribe to any of our online e-mail updates by following the unsubscribe instructions in the body of an e-mail message. We will take commercially reasonable steps to implement your opt-out requests promptly.

Disclosure

Blisstopia Retreats may disclose your personal information if we are required by law to do so or if you violate our [Terms of Service](#).

Changes to Our Privacy policy

We reserve the right to modify or make adjustments in this privacy policy without prior notice. Should any of these changes generate an error or discrepancy, you, as the user, agree that the website and its company shall not be held liable for any damages caused by the said issue. We recommend that you check the Privacy Policy when you visit our Website to be sure that you are aware of and understand our current policy. If we make material changes to this policy, or in how we use or collect your personally identifiable information, we will prominently post such changes prior to implementing the change. We will not make any retroactive material changes in how we handle previously collected personal information unless you allow us to do so, or unless we are legally required to do so, and in such a case we will e-mail registered website visitors information on material changes to this Privacy Policy.

Conditions of Use, Notices, and Revisions

If you choose to visit our Website, your visit and any dispute over privacy are subject to this Privacy Policy and our Terms and Conditions. If you have any concern about privacy at our Website, please contact us with a thorough description of that concern, and we will address it to the best of our ability. As our business changes, our Privacy Policy and Terms and Conditions may change also. We may e-mail periodic reminders of our notices and conditions unless you have instructed us not to, but you should check our website frequently to see recent changes. Unless stated otherwise, our current Privacy Policy applies to all information that we have about you.

Security

We incorporate standard industry practices internally and with our service providers, which we believe suits the degree of sensitivity of the information involved to maintain the security of your personal information and to avoid its disclosure except as described in this Privacy Policy.

Although we have implemented systems and procedures to secure the data maintained by us, security during Internet transmissions can never be assured. Our policy is to limit access to personal data to those employees or agents with a specific need to access or retrieve this information. To maintain security, we conduct internal reviews of our security measures on a regular basis.

Your rights

You have the full rights to update/modify your personal information attached to your account. You also hold the right to inform us not to use your information for any of our advertising or marketing purposes.

You can send us an email by clicking ([link here for contact us page](#))