

## **2024 Terms & Conditions for Guests at Tinhela610**

By purchasing your stay at TINHELA610 you are agreeing to all Terms and Conditions stated below.

### **General**

The Terms and Conditions laid down below, apply to any person or guest that has a commercial relation with TINHELA610.

### **Bookings and Confirmed Bookings**

Reservations can be done via email or by telephone. Non-confirmed or unanswered inquiries are not guaranteed reservations and are subject to availability. Guaranteed reservations require an email confirmation with confirmed reservation details received from us. No contract will exist between you and TINHELA610 until we receive the deposit of the required services.

All bank charges are for the customer account. Should the deposit / balance of payment not be received within the time frame specified, Tinhela610 reserves the right to cancel your booking(s) and to charge the applicable cancellation fees set out below.

### **Payment**

All prices and payments are in Euros. No other currencies will be accepted. When booking you will be offered to pay

1. Via EFT - Electronic Fund Transfers (EFT): A non-refundable deposit can be made to secure your reservation with emailed bank confirmation within 24 hours. We will email you our banking account details on request. The amount of the deposit will be communicated to you.
2. Balance due is payable 45 days prior to arrival and is non-refundable thereafter.
3. If your booking is made within 30 days of the retreat date then the full amount is payable

### **Cancellations by Guests:**

Should a booking be canceled, cancellation fees will apply. A cancellation will only be effective when we receive written confirmation of the cancellation

and have responded having acknowledged the cancellation. If you cancel your retreat:

- The deposit to reserve your place on a retreat, B&B or private hire is non-refundable;
- 45 days or fewer prior to the retreat date, Tinhela610 Ltd will retain 100% of the amount paid in connection with the booking.
- Unfortunately, there are no refunds available for any reason including, but not limited to: weather, natural disaster, acts of terrorism, flight delays or cancellation, health conditions, medical, personal, family, work emergencies, change of mind.
- In the event that a refund is warranted, this refund will be returned net of bank charges and/or transaction fees incurred.
- If you need to cancel your retreat you may find another person to take your place with at 50€ handling fee.

### **Cancellations by TINHELA610**

We reserve the right in any circumstances to cancel a retreat, in which case we will offer a FULL refund of all money paid within 20 working days.

**In particular our retreats require a minimum number of people to have booked by 45 days before the start date. If this minimum number is not reached by that date we may cancel and refund the money to you.**

**Important :** If you are attending a Retreat, please confirm that the retreat has reached minimum capacity before purchasing your airline tickets, if required. Flights and/or additional accommodation costs and/or general travel expenses will NOT be reimbursed if we cancel the retreat.

The additional purchase of Travel Insurance is highly recommended to provide the utmost protection and to prevent financial loss.

For B&B reservations, your reservation is guaranteed immediately upon payment of the deposit.

## **Travel Arrangements**

All travel arrangements are your responsibility and at your own cost. We shall not be held liable for any consequences arising from delays or cancellations in any of the companies you may have made arrangements with, or for any irregularities in your documentation required for travel. If you arrive earlier than the first day of the retreat you will be responsible for your accommodation and transfers. A valid Passport is required if you are leaving your home country to attend the retreat.

## **Liability and Insurance**

Travel insurance is NOT included in the price of the retreat and is highly recommended for ultimate protection.

TINHELA610 cannot be held responsible for any loss, accidents or/and injury within or outside the premises. All guests are advised to have their own life and travel insurance. Your travel insurance should cover the activity of this retreat as well as unexpected cancellation, sickness, losses and all the usual risks.

Any physical damage done to the buildings and/or networks of TINHELA610 is required to be reimbursed in full by the guest.

## **Health**

Please be sure to advise us of any health conditions before you book. If you experience any injury or discomfort during any activity during the retreat, then you must stop immediately and consult us. If you do not advise us of your health conditions, we reserve the right to cancel your booking.

## **Amendments**

Occasionally, changes may have to be made to the Curated Experience retreat at the last minute (teacher change, times of classes or other things) of which we reserve the right to do at any time.

## **Our liability to you**

We do NOT accept any liability for cancellations, delays or changes caused by war, threat of war, terrorist actions or threats, closure of airports, civil strife, industrial action, natural disaster, technical problems to transport, staff

cancellations, unforeseen changes in your personal circumstances or other events beyond our control.

We are NOT liable for any injuries you may incur. Yoga, fitness and other physical exercise classes and other activities are undertaken at your own risk. We are NOT liable for any medical or psychiatric conditions which may develop during or subsequent to the retreat. We are not liable for loss of, or damage to, your personal property.

We are not responsible nor liable for any retreat participant who contracts Covid (any strain) before, during, or after the retreat. Your property is not insured whilst on retreat, nor will we assume any responsibility for any lost or stolen items

### **Complaints**

If you have any problems during your retreat, please inform a member of TINHELA610 immediately and he/she will endeavor to find a solution if possible.

Please note that we cannot guarantee the gender ratio of guests in any group, and we cannot be responsible for the individual behavior of any group member or other guest.

*Note :* We strongly advise you to check your local embassy and/or your destination's official government websites for the travel restrictions in the area you plan to visit prior to booking. We also advise you to check the rules for re-entering your country. As the situation continues to evolve around the world, countries have started imposing restrictions on their own nationals returning from abroad.

### **Data Privacy**

We will treat all personal data and information from our Guests, including keeping copies of their identification documents, in accordance with the legal directives in the Regulation (EU) 2016/679 of the European Parliament and Council, of 27th April 2016. Furthermore all personal data and information from our Guests is used strictly in line with the RGPD which came into force on the 25th May 2018, which is the Regulation (EU) 2016/679. Further we

confirm that we will only be using your personal data and information within the scope of the contract we are signing, and we shall not share your data with anyone else.