

The Radiant Hand Thailand Retreat 2023



Customer Terms & Conditions

Introduction

This is an agreement between The Radiant Hand Ltd and you, the guest. These terms and conditions apply to your application for a place on The Radiant Hand Thailand Retreat 2023 and any subsequent matters arising from that application. They aim to outline your obligation as guests and our obligation to you.

1 Process of application

1.1 Once the non-refundable deposit payment of £600 has been received, a place will be reserved for you (subject to availability) on The Radiant Hand Thailand Retreat 2023. Your place on the retreat is not secured until you have received written confirmation from us. Your place on the retreat is subject to the following conditions being met:-

1.2 A further payment of £1000 is to be paid by 20th August 2023.

1.3 The outstanding amount for the retreat (specific amount depends on accommodation type selected) is to be paid by 15th November 2023.

1.4 Bookings made less than 12 weeks before the beginning of the retreat need to be paid for in full at the time of booking.

1.5 Requests to cancel or transfer are subject to points 2 and 3 in these terms and conditions.

2 Transfers

2.1 All requests to transfer to alternative events must be made in writing and will be considered on an individual basis and are at the discretion of The Radiant Hand management.

2.2 Should a transfer be agreed, only one transfer is permitted to an event within 1 year of the original event. Any transfer not used within 1 year will be forfeited.

3 Cancellations

3.1 If you wish to cancel your place on this retreat and the cancellation date is more than 12 weeks before the start of the retreat, the non-refundable deposit will be retained.

3.2 If you wish to cancel your place on this retreat and the cancellation date is less than 12 weeks before the start of the retreat, the full booking becomes non-refundable. We will then invoice you for the remaining balance.

3.3 Due to situations beyond our control, we may at our discretion change or cancel retreats. We will notify you of these changes immediately by telephone and/or email. In the unlikely event that we have to cancel a retreat for any reason, you will have the option either to transfer to a different retreat or event run by The Radiant Hand or to receive a full refund. We do not however accept responsibility for any additional costs incurred, including air fares. Please ensure you purchase a travel insurance policy that will protect you should you need to cancel or if The Radiant Hand needs to cancel, in addition to providing cover for travel, lost luggage, medical costs and any activities you intend on doing outside of your retreat package.

3.4 In case of significant illness, please notify us in writing and send us a valid letter or medical certificate from your GP or Consultant. These requests will be considered on an individual basis and transfers or cancellations are at the discretion of The Radiant Hand management. Should a transfer be agreed, the terms and conditions under point 2 of this document apply.

3.5 In case of failure to arrive, attend or complete the Yoga Holiday Retreat, The Radiant Hand Ltd. is under no obligation to offer a transfer or refund any part of fees paid.

4 General

4.1 Change of Contact Details - Written notification must be given immediately when you know you are moving house, changing email address or changing phone number. The office cannot be held responsible or liable for communications going astray prior to written notification of change of details being received.

4.2 The Radiant Hand does not provide travel insurance and does not arrange flights. Please organise your own insurance. The Radiant Hand is not liable for travel costs and can accept no responsibility for delayed or cancelled flights, trains, buses or other means of transport. It is your responsibility to ensure you have all relevant travel documentation and arrive at the airport in time.

4.3 The Radiant Hand reserves the right to change the venue of the retreat and / or to substitute the retreat leader with another teacher from The Radiant Hand.

4.3 The Radiant Hand accepts no liability for loss, damage, illness or injury to yourself or to your possessions while you are on retreat with us. You are responsible for ensuring you have a valid passport and any necessary visas, comprehensive health insurance, as well as necessary vaccinations or other health requirements.

4.4 Prior to your retreat, a liability release form and health declaration form must be signed and returned to The Radiant Hand.

4.5 Security deposit boxes will be provided at the retreat centre, you are responsible for their use and safety.

4.6 The Radiant Hand is exempt from fulfilling our contractual obligations for causes that could not be anticipated and / or are beyond our control including an act of God, act of man, act of parliament, war and threat of war, riot, civil disturbance, power failure, flood, fire and other unforeseen occurrences.

4.7 In the case of any complaints or disputes, please discuss with your retreat leader in the first instance. If this does not resolve the issue, please email info@theradianthand.co.uk

