

KAMALA KAROO SANCTUARY TERMS AND CONDITIONS

1. Booking

Your booking is not considered definite and no contract will exist until a 50% deposit is received and you agree to these terms and conditions.

2. Payment

- a) The price is the exact amount to be received in South African Rands.
- b) A 50% deposit will secure your booking: at least 12 weeks prior to retreat date for whole property bookings, 8 weeks prior to retreat date for group bookings and 2 weeks prior to retreat date for single bookings.
- c) The full payment amount is due 5 weeks prior to retreat date for whole property bookings, 2 weeks prior to retreat date for group bookings and 1 week prior to retreat date for single bookings.
- d) For whole property bookings 10% of the total fee is non-refundable.

3. Cancellation policy

- a) The registration for retreats is binding when you receive a confirmation email.
- b) Cancellations made in writing to info@kamalakaroo.com before 21 days of arrival date will result in a cancellation fee of 10% of the full amount. If cancelled between 21 and 7 days before arrival the cancellation fee is 20%. There will be no refund for cancellations made within 7 days of arrival. However, the booking is transferable to a friend.
- c) Bookings are for the stated period of the retreat. There are no refunds for an unused portion of the retreat.
- d) Kamala Karoo Sanctuary and its facilitators reserve the right in any circumstances to cancel a retreat. In particular, our retreats require a minimum number of at least 75% of the participants to have booked by 30 days before the start date. If this minimum number is not reached by that date we may cancel and refund your money.

4. Your travel arrangements

All travel arrangements are your responsibility. Transfers to/from the retreat are at your own cost.

5. Your health

- a) It is your responsibility to let Kamala Karoo Sanctuary know if you have any injuries and to be mindful at all times of your own body's capability during the retreat. If you experience any injury or discomfort during any activity during the retreat, then you must desist immediately.
- b) It is also your responsibility to consult a doctor with an understanding of yoga to check that you are sufficiently fit and healthy to undertake yoga classes and other physical activities that you may choose to do whilst on the retreat.
- c) Please advise Kamala Karoo Sanctuary of any mental or physical health conditions and dietary requirements before you book. If you have health conditions and dietary requirements that may be affected by the activities offered on the retreats Kamala Karoo Sanctuary and its facilitators reserve the right to advise you to desist and in the interests of your wellbeing, or others, we may decline your stay at our retreats.
- d) Whilst all measures are taken to ensure a high standard of health and safety, Kamala Karoo Sanctuary is situated in the countryside on a property where the land is uneven and we shall not be responsible for any injuries caused by uneven terrain.

- e) Women who are 12 to 28 weeks pregnant should provide a letter from their health practitioner specifying that they are fit to travel and able to engage in the activities that Kamala Karoo Sanctuary and its facilitators provide. We would prefer pregnant women to have done yoga before they arrive.

6. Amendments by Kamala Karoo Sanctuary

Occasionally, changes may have to be made (e.g. yoga teacher, weather or other arrangements), which Kamala Karoo Sanctuary and its facilitators reserve the right to do at any time. If a significant change becomes necessary, we will inform you as soon as reasonably possible if there is time before your departure.

7. Our liability to you

- a) Kamala Karoo Sanctuary and its facilitators accept responsibility for ensuring that the retreats are supplied as described and that the services we are contractually obliged to provide are to a reasonable high standard.
- b) We do not accept any liability for cancellation, delays or changes caused by political or civil strife, closure of airports, industrial action, natural disasters, technical problems to transport, staff cancellations, unforeseen changes in your personal circumstances or other events beyond our control.
- c) We are not liable for any injuries or damages you may incur or sustain as a result of participating in the retreat. Yoga classes 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.
- d) We are also not liable for any injuries or damages or losses you may incur or sustain as a result of participating in the guided nature walks. It is your responsibility to have the right gear (shoes, walking sticks, hat) to go hiking with.

8. Group bookings

Where a booking is made on behalf of several individuals the booking is conditional on the person(s) paying having authorization from all the individuals named on the booking form to enter into this contract. The terms of this contract will apply to each member of the group as though they had paid for their own retreat individually and directly to us.

9. No liability for possessions

- a) Kamala Karoo Sanctuary will be locked when we are not on the property. It is your responsibility to ensure that your possessions are kept safe at all times. This include hire cars or other hired equipment.
- b) Cars are securely parked on the property.

10. Complaints

If you have a problem during your retreat, please inform the organizer immediately and he/she will endeavor to put things right. Please note that we cannot be responsible for the individual behavior of any group member or other guests sharing your accommodation.

11. Privacy policy

Kamala Karoo Sanctuary and its facilitators do not share customer details with any 3rd parties. Any personal information that you provide to us will be used only for the

service you requested. This information is used only for administration and for the personal database of Kamala Karoo Sanctuary.

12. Photography

- a) Kamala Karoo Sanctuary and its facilitators reserve the right to take photographs during the retreat which may or may not be used and published (with or without your name) in any and all forms of media, printed and digital.
- b) If you do not want your photograph to be taken, please state so at the beginning of the retreat.