



# GUIDELINES & CANCELLATIONS POLICIES

All guests are solely responsible for reading and following our guidelines. It is your responsibility to thoroughly read and understand the Terms and Conditions, and to clearly know the policy of the retreat.

## RETREAT GUIDELINES

The **non-refundable deposit** is your commitment to sincere practice.

Wifi is available at all times. However, we encourage people to take time off from using the internet for more social interaction and to take a digital detox.

This reset retreat focuses on the rebalancing of the mind, body and soul. In line with this wellness approach, the retreat is non-alcohol as you are encouraged to expand your awareness and to push on the reset button for your well-being.

## TERMS AND CONDITIONS

Please carefully read the Terms and Conditions detailed below.

### 1. OBLIGATIONS OF THE RETREAT ATTENDANT

#### 1.1. DEPOSIT

A non-refundable deposit amounting to 200€ is required at the time of the reservation. The deposit is payable by bank transfer via the registration form on the website of [www.twistsandbeans.com](http://www.twistsandbeans.com), payable by PayPal or any other means mutually agreed on by both parties. Any fees (bank fees, PayPal charges, etc.) incurred as a result of the selected payment method are payable by the retreat attendant.

#### 1.2. FINAL PAYMENTS

Balance due 30 days prior to retreat payable by bank transfer on the account of Twists and Beans.

#### 1.3. TRANSPORT TO/FROM THE RETREAT

Transportation to the Retreat site is not included in the price of the Retreat and it is your responsibility to arrive at the venue. Upon request, the Retreat Holder can arrange a carpooling with other participants, or a pickup at the train station of Jemelle. The Retreat Holder will make every effort to keep these costs as low as possible.

#### 1.4. TRAVEL INSURANCE

It is strongly recommended the purchase of travel insurance for the duration of the Retreat. You are solely responsible for ensuring that you are adequately insured for the full duration of the Retreat with respect to possible illness, injury, death, loss of baggage and personal items, cancellation and curtailment, or any other potential loss and damage. You will be solely responsible for any loss related to your failure to procure travel insurance.

### 2. OBLIGATIONS OF THE RETREAT HOLDERS

2.1. INCLUSIONS. The Retreat includes the following services, all of which are included in your total Retreat price:

- 3 nights' accommodation (private single & double, and shared rooms available)
- 3 vegetarian dinners, 2 buffet-style brunches, 1 breakfast, 2 x 4pm snacks
- Unlimited access to sauna facilities and private lake to swim
- 3 morning yoga sessions (Gentle Vinyasa with Pranayama and Meditation)
- 3 evening yoga sessions (Gentle Flow, Myo Yin, Yin Yoga Nidra)
- Pranayama and meditations are included in all yoga practices
- 1 cooking workshop "How to make Healthy Vegan Snacks"
- 1 silent hiking tour with meditation
- Exclusivity of the Château
- Water, tea, and fresh fruit available all day



2.2. EXCLUSIONS. The Retreat does not include:

- Transportation
- Souvenirs
- Insurances (travel, cancellation,...)
- Optional activities (if any)

### 3. ALLERGEN ENVIRONMENT

Food Allergies and Allergies Notification, Acknowledgement, and Release of Liability

An environment free of allergens, including but not limited to food allergens, can't be guaranteed on the Retreat. Therefore, the released parties cannot guarantee that any particular food product is free of all traces of any particular allergen, that consumption of a food product will not result in some form of allergic reaction, or that the participant will not come into contact with any allergens while in attendance on the Retreat. The undersigned acknowledges and agrees that i) she/he is aware of such risks and that participation in the event will expose the participant to food, activities and persons that may result in exposure to allergens and injury and, in that regard and assuming such risks, the undersigned hereby fully releases and discharges the Released Parties from any and all liability and/or responsibility to the participant, the undersigned, or any third party for death and/or injuries to the participant, and/or any direct, indirect, punitive, incidental, or any damages that arise out of or relate to participant's participation in the Retreat and/or exposure to food allergens. Although the Retreat Holders will do everything it can to adapt the diet to the needs of the participant.

### 4. RETREAT CANCELLATION POLICY

4.1. By the Retreat Holder

The Retreat Holder reserves the right to cancel the Retreat prior to departure in the event insufficient guests are confirmed for the Retreat. In such an event, you will be entitled to a full refund of all amounts paid (including deposit) but in no event will the Retreat Holder be responsible for any other amount, including preparation costs, transportation costs, travel insurance, or any other losses or claimed damages. The retreat runs with a minimum of 15 persons and a maximum of 30.

4.2. By the Participant.

A non-refundable deposit of 200€ is required for registration at the time of reservation.

Remaining Balance:

- Remaining balance is due 30 days before the retreat start date. Payment plans available upon request.
- Cancellations more than 30 days prior to the first day of the retreat: 100% refund of the remaining balance amount
- Refunds are not possible one month ahead of the retreat. If you cancel your participation within 30 days prior of the Retreat for any reason, you will not be entitled to any refunds. The amounts paid, however, can be transferred to another person at no extra cost, at any time prior to the commencement of the Retreat. In that case, the person who cancelled is responsible to find another person. There will be no refunds for any classes, meals, or any other inclusions or portions of the Retreat missed by the retreat attendant, unless otherwise agreed with the Retreat Holder prior to booking.

### 5. FORCE MAJEURE

If the Retreat Holder is prevented (directly or indirectly) from performing any of our obligations under this agreement by reason of act of God, strike, trade dispute, fire, breakdown, interruption of transport, government or political action, acts of war or terrorism, acts or omissions of a third party, or for any other cause whatsoever outside of our reasonable control, the Retreat Holder will be under no liability whatsoever to you.

### 6. ASSUMPTION OF RISK

While the Retreat Holder is dedicated to ensuring the safety of all guests, all individuals participating in the Retreat must assume the risk inherent in travel and yoga practice.



## **7. RELEASE AND WAIVER OF LIABILITY**

By reserving your place on the Retreat you agree, to the maximum extent permitted by law, to release, waive, discharge, hold harmless and indemnify the Retreat Holder from any and all claims, damages, actions or losses for bodily injury, property damage, wrongful death, loss of services, lost profits, lost earnings, consequential, exemplary, direct, indirect or punitive damages or otherwise which may arise out of or occur during your travel and/or stay in connection with the trip, the Retreat, or any activities conducted in conjunction therewith, unless caused by the gross negligence or willful misconduct of the Retreat Holder; and regardless of the situation or circumstances giving rise to the claim, you hereby permanently waive any claims you have or may at any time have, against the Retreat Holders.

You are medically, physically, emotionally and in all respects fit and able to participate in the Retreat. You agree you will be fully and financially responsible for your own physical condition and well-being during the retreat and will follow the safety precautions and instructions prescribed by the Retreat Holder.

You acknowledge that the Retreat Holder may make suggestions from time to time that are intended to help you and your well-being. However, you take ultimate responsibility for your choices and realize that the Retreat Holder is not licensed medical providers and that you must consult a doctor if needed.

If you experience pain or discomfort during the Retreat, you will modify the teacher's instruction to suit your individual needs. You will not hold the teacher/Retreat Holder responsible for any pain or discomfort you experience during or after the retreat. You understand that the activities offered on this Retreat are not a substitute for medical care. You understand that the Retreat Holder is not qualified to perform spinal or skeletal adjustments, diagnose, prescribe, or treat physical or mental illness.

For the benefit of everyone on the Retreat, the Retreat Holder reserves the right to accept or reject any participant at any time without liability, and in the event it determines, in its sole and exclusive discretion, that a participant is disruptive to the harmony of the retreat, it may without any obligation to pay a refund or any other amount whatsoever, expel such participant from the retreat. The Retreat Holder will carry no responsibility or liability for any participant who leaves the retreat prior to its conclusion.

## **8. INSURANCE**

You are strongly advised to obtain travel insurance to cover against loss resulting from trip cancellation or interruption, weather, natural disaster, strike, illness, injury, job reasons, accident, sickness, evacuation, pre-existing medical conditions, baggage delay, loss, theft, and other losses associated with travel. You acknowledge that whether or not you elect to purchase or not purchase travel insurance, you will not look to the Retreat Holder for reimbursement for any loss suffered or occurring during your travel and/or stay.

## **9. MEDIA**

Permission for Capture and Use. The Retreat Holder will always first ask for consent and address the participant before any publication is executed.

## **QUESTIONS?**

You are a legally competent adult and have the right to contract in your own name. You have read this document and fully understand its contents. If you have any questions regarding our policies, please contact the Retreat Holder via email at [info@twistsandbeans.com](mailto:info@twistsandbeans.com).