

## ANCESTRAL CALL RETREAT - TERMS OF CONTRACT

### RETREAT INFORMATION

The information on this page is between the Ancestral Call retreat leader (SONYA MORING) and the client (You)

**The Retreat Title:** Can be viewed on your booking confirmation email and pdf document

**The Dates of the Retreat:** From the arrival date and time until the departure date and time as written on your booking confirmation form and email.

**Confirmation:** Your confirmation is the email sent from the Ancestral Call retreat leader/organiser confirming your payment details and any payment plans agreed between the retreat leader/organiser and client (You)

When you confirm your acceptance on a place you will be subject to the following terms and conditions.

### DETAILS AND CONTACT:

Ancestral Call Retreat Leader and Group Organiser

SONYA MORING

Web: [theancestralcall.com](http://theancestralcall.com)

Email: [info@theancestralcall.com](mailto:info@theancestralcall.com)

Mobile/What's app

+44 (0) 788 612 6751

## **Your Health & Emotional Wellbeing**

It is your responsibility to let the retreat leader know if you have any physical injuries that you are receiving medication for?

It is your responsibility to consult with a doctor about the prescribed medication that will be required for the duration of the retreat.

It is advisable to inform the retreat leader of any mental or physical health conditions and dietary requirements before you confirm your booking.

If you have health conditions or any food or pet allergies you must inform the retreat leader and give written instructions on your dietary requirements requirements prior to confirming your booking.

The retreat leader will take all measures to ensure a high standard of health and safety, however our excursions may involve roads or sidewalks which are unpaved or uneven and we shall not be responsible for any injuries caused by uneven terrain.

## **Acknowledgement of Risks**

You agree that you are aware that all travel carries risks, and acknowledge you are participating willingly in a retreat in South Africa in knowledge of those risks.

You agree that we are not able to provide you with medical advice, and that any information provided should be used as a guideline only. If you have any prior knowledge of health concerns or health risks, you acknowledge that it is your responsibility to seek clearance from a health care professional prior to attending any of our retreats.

## **Indemnity**

You agree to fully indemnify without limitation any retreat leader(s), support team(s) or contractor(s) including those that provide food/meals and transport against any injury, malpractice, mishap, or accident during any excursion away from the primary main venue for the Ancestral Call Retreat.

## **Payment Policy**

To reserve a spot on the Ancestral Call retreat, a non-refundable booking fee of £500 of the full asking price of the retreat per person is required upon booking. Any payment plans will be written and agreed between the retreat leader and client (You). Any outstanding sums owed (the balance) must be made before the specified Payment Due Date for the Retreat which you are booking. Prices DO NOT include flights or travel insurance.

## **Travel Insurance**

The retreat leader on behalf of the Ancestral Call Retreat team require that your travel insurance covers the start and end days of the retreat and includes any transfer time to and from the airport. As well as unexpected cancellation, sickness, losses and all the risks associated with international travel.

It is your responsibility to organise suitable travel and health insurance in the knowledge that the retreat will include excursions and the consumption of herbal preparations for healing ritual purposes. The policy and insurance coverage must be valid and in effect for the entire duration of your retreat dates.

You acknowledge that the Ancestral Call Retreat is not in the business of providing insurance products and cannot be held liable if you fail to arrange suitable insurance coverage leaving you exposed, medically, financially or otherwise.

The retreat leader will ask to see a copy of your travel documents prior to the start of the retreat. You will be asked to email or bring your policy with you to the retreat in case of an emergency.

### **Cancellations Policy: Made by You**

If you need to cancel your place on the Ancestral Call after confirmation and payment of your deposit, cancellation fees will apply. Any notice of cancellation must be provided in writing.

This is a small group retreat and there will be no cooling-off period when purchasing or booking your place on the Ancestral Call Retreat.

If you cancel 180 days or more before your Start Date, you will be refunded the full amount paid up to that date for your retreat. This excludes the £500 deposit per person which is non-refundable

If you cancel between 120-150 days before your Start Date, you will be refunded 33% of any sums paid. This excludes the £500 deposit per person which is non-refundable

Cancellations less than 120 days before the Start Date of your Escape are non-refundable and will result in a forfeit of any and all sums paid.

Due to the need to commit to accommodation and other arrangements in advance, exceptions to our policy cannot be made for any reason.

## **Cancellations Policy: Cancellations made by Us**

If for any reason the Ancestral Call retreat has to be cancelled for any reason whatsoever, you may request a refund of payments made for your place on the Ancestral Call retreat. This will be accommodated insofar as is possible, taking into consideration any non-retrievable costs to which we committed in anticipation of your retreat.

The retreat leader is not responsible for your expenses incurred in preparation for any cancelled retreats such as other accommodation, airline tickets, loss of work, and/or other costs associated with preparing for your trip.

## **Third Parties**

The retreat leader holds no responsibility for the actions or omissions of third parties or independent contractors, including in the event that they modify the nature of a service on a retreat as compared with the advertised nature of the service.

Further, the retreat leader accepts no responsibility for delayed, missed or cancelled flights, buses, ferries, transfers, or any other modes of transportation required by You to get to Your accommodation, or any other activity or event in connection with or relating to your retreat.

## **General Waiver**

You agree to sign this contract with the Ancestral Call retreat leader at least 60 days before your retreat Start Date.

You acknowledge that during the retreat you participate voluntarily in any and all activities arranged, and insofar as is legally permissible, you surrender your right to any cause of action against the Ancestral Call retreat leader, their agents, contractor's, employee's and directors, arising from any loss or damage to any person or property that occurs during an the Ancestral Call retreat, up to and including death.

All health issues including allergies **MUST** be disclosed at the time of booking.

## **Exclusions**

All information provided on the website and any written and verbal form of correspondence is correct at the time of publication.

The Ancestral Call retreat will not accept liability for:

Any of the above events, or others beyond our control.

Loss, injury, or damage (to you) or your personal property.

Physical, medical or psychiatric conditions developing during or after your retreat.

Check that your holiday insurance policy covers these and other contingencies.

### **Photo / Video Release – Use of Image**

You hereby grant to the Ancestral Call retreat, the absolute and irrevocable right, and unrestricted permissions to use photographic portraits/images/videos in which you feature that are taken during the retreat to use/republish/copyright, etc. for commercial use in association with the Ancestral Call retreat.

You hereby release and discharge the retreat leader from any and all claims and demands arising out of or in connection with the use of the photographs and video footage, including without limitation any and all claims for libel or invasion of privacy.

### **Complaints**

We are confident that you will not find cause for concern during your retreat. If you feel that a complaint is warranted you must raise the issue directly with the retreat leader. Any retrospective complaint must be made in writing to the Ancestral Call retreat email [info@theancestralcall.com](mailto:info@theancestralcall.com) within 14 days of the end of your retreat.

### **Privacy Policy**

We do not store credit card details nor do we share customer details with any 3rd parties. Any personal information that you provide to us will be used only for the service you requested.

For any questions or queries, please email us at [info@theancestralcall.com](mailto:info@theancestralcall.com)

This contract is entered into under the laws of the United Kingdom and in agreeing to these terms and condition you are doing so on behalf of yourself and any other parties included in your booking.

Please consent to our terms and conditions by signing on the dotted line with full name and signature and date

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Name & Signature

Date: