



# Conditions of Sale (Retreat Programs)

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## 1. Booking Policy

- 1.1. A booking at Your Sanctuary Space is confirmed when 100% of the total amount is paid.
  - 1.2. Every guest must provide Your Sanctuary Space with a signed copy of the participation and liability waiver form. Failure to do so results in the cancellation of the booking and forfeiting the paid amount.
  - 1.3. Guests must be at least 18 years of age to attend any retreat. Guests under 18 may be allowed to attend provided they are accompanied by a guardian 18+ years old and are approved by management.
  - 1.4. By making payment for any program for Your Sanctuary Space retreats, you are accepting Your Sanctuary Space's Terms and Conditions.
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## 2. Payment Policy

- 2.1. Payment of a non-refundable deposit of 50% of the total amount can be paid to secure your seat, and the remaining 50% must be made at the very latest 14 days before your arrival.
  - 2.2. Bank fees incurred by transferring money are the sole responsibility of the guest.
  - 2.3. The guest is responsible to pay for all extra services not included in Your Sanctuary Space retreats, for example on going for a walk into the local town the guest may want to buy a drink.
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## 3. Cancellation Policy

### 3.1. Guest cancellation

- 3.1.1. If a guest cancels the booking, Your Sanctuary Space will not issue a cash, cheque or credit card refund for any reason. As per cancellation schedule below, a portion of your payment can be used as credit for another retreat to be taken within twelve months from original booking. If you would like to transfer your booking to another guest, we would be more than happy to do so. All cancellations and booking transfers must be received in writing via email and minimum 7 days before the start of the retreat.



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### 3.1.2. Cancellation fees –

- If a guest cancels 30+ days from the start of the booked retreat date, 100% of the payment (less nonrefundable deposit – 50% of full amount) can be applied to another retreat to be used within one year from the date of booking.
- If a guest cancels 14-30 days before the start date of your booked retreat, 75% of the booking fee (less nonrefundable deposit – 50% of full amount) can be applied to another retreat date to be used within one year from the date of booking. With 25% of the overall price being forfeited.
- If a guest cancels 7-14 days before the start of the booked retreat date, 40% of your payment (less nonrefundable deposit – 50% of full amount) can be applied to another retreat date to be used within one year from the date of booking. With 60% of the overall price being forfeited.
- If you cancel 7 days or less before the start of the booked retreat, you will forfeit the full amount of the retreat package price.

3.1.3. Exceptions to Your Sanctuary Space retreats guest cancellation policy cannot be made for any reason. We do not offer any credit for arriving late or departing early, missing activities, or not utilising any part of the program. You must submit your signed participation agreement and liability waiver form 14 days prior to the retreat start date. Guests who fail to do so may be subject to an automatic cancellation and the above policy will apply.

### 3.2. Your Sanctuary Space retreats Cancellation policy

3.2.1. If Your Sanctuary Space cancels or changes a scheduled retreat date for any reason, excluding force majeure (see clause 3.2.2) Your Sanctuary Space is not responsible for any expenses incurred in preparation of the cancelled retreat, i.e., airplane tickets, illness, loss of work etc.

3.2.2. Your Sanctuary Space will not be liable for cancellation, failure of, or delay in performing its obligations under this agreement due to force majeure events (Earthquake, hurricane, tornado, flooding, volcanic activity or other natural disasters,



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or in the case of war, action of foreign enemies, terrorist activities, labor dispute or strike, government sanction, blockage, embargo or epidemic) or if certain conditions present unacceptable danger to the participant.

- 3.2.3. In the event of a cancellation or refund, Your Sanctuary Space will not be responsible for any currency fluctuations and will refund the original amount that was invoiced.

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### 4. Prices and Services

- 4.1. Prices and services are subject to change. The invoiced price includes the services as stated on the invoice and the booking confirmation connected with that invoice. Any additional agreements will be communicated via written form. Your Sanctuary Space reserves the right to change its prices without prior notice.
- 4.2. Your Sanctuary Space reserves the right to change its offer or individually agreed services due to extraordinary circumstances (e.g., external forces, governmental regulations, delays of third parties, weather and oceanic conditions, etc.). If any essential contract paragraph is changed, the customer will be informed as soon as possible. The retreat schedule and inclusions can change at any time without notice. The program listed on the website is always applicable but subject to change.
- 4.3. Your Sanctuary Space reserves the right to change its location or dates due to unforeseen issues (e.g., third party delays or problems, construction, etc.) Your Sanctuary Space will ensure the standard is kept the same in all the partnering venues.
- 4.4. Your Sanctuary Space reserves the right to change or amend this policy at any time. The current policy is always applicable.

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### 5. Disclaimer

#### Data Use and Protection

The guest agrees that he/she may be photographed and/or filmed during his/her stay and/or activities in connection with the company, and also agrees that the company may use such recordings for promotion and/or advertising purposes without any prior consent. If the



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customer wishes not to be photographed or photographs not to be used on marketing material, they must select this option on the liability waiver.

The guest agrees that the company, for marketing and market research purposes, may use his/her personal data. The company assures the guest that all personal data will be treated confidentially and not be transferred to any third party other than necessary to fulfil the booking or deliver the requested service.

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### 6. Zero Tolerance – Abusive or Aggressive Behaviour

**OUR STAFF AND FACILITATORS ARE HERE TO HELP AND WILL ALWAYS TREAT YOU WITH COURTESY AND RESPECT. WE ASK ALL THOSE WORKING WITH OUR STAFF MEMBERS AND FACILITATORS TO TREAT THEM WITH COURTESY AND RESPECT.**

Your Sanctuary Space have implemented a Zero Tolerance Policy to ensure all staff and facilitators are treated with dignity and respect. This means that aggressive or violent behaviour towards our staff, facilitators or any member of the public within our workplace will not be tolerated under any circumstances.

Anyone verbally abusing members of staff, facilitators or other guests, either in person or over the telephone, will be advised that this behaviour will not be tolerated and may be asked to leave the retreat. Any future violation of this policy will result in our refusing to conduct business in person or telephonically with the offender. There will be no appeal process.

Any instances of written abuse will be handled with the same level of severity. All abusive correspondence received by our office will be retained for reference should the matter persist and need to be referred to the police.

Detailed below is the Code of Conduct for clients and members of the public to adhere to:



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### GUEST CODE OF CONDUCT

Tania Rzoski and anyone working with Tania on retreat have the right to be treated with respect. Zero tolerance of occupational aggression and violence is vital in providing a safe and healthy working environment. Aggressive and violent behaviour toward any member of staff, any facilitators or other guests is unacceptable and will not be tolerated.

Occupational violence and aggression is any incident in which a worker is threatened, abused or assaulted in circumstances arising out of, or during the course of, their work and includes:

- Threats or other intimidating behaviours that cause a person to believe they are in danger of being physically attacked. It may involve an actual or implied threat to safety, health or wellbeing.
- Verbal, physical or psychological abuse.
- Physical attacks, such as pushing, shoving, tripping, grabbing, hitting, pinching, scratching, kicking, biting, spitting or any other type of direct physical contact.
- Aggravated assault, such as attacking with a weapon (knives, guns, clubs) or any other type of weapon (thrown object, furniture etc.)
- Sexual harassment and sexual assault.

**YOUR SANCTUARY SPACE RESERVE THE RIGHT TO REQUEST THAT AGGRESSIVE OR ABUSIVE PERSONS LEAVE OUR RETREAT. REFUSAL TO LEAVE UPON REQUEST MAY RESULT IN THE POLICE BEING CALLED.**