

Urban Day Retreats™, Yoga Holiday Retreats and Workshops – Customer Terms & Conditions

Introduction

This is an agreement between The Radiant Hand Ltd. herein referred to as ‘the office’ and you. These terms and conditions apply to your application for a workshop, Urban Day Retreats™, Holiday Retreats and any subsequent matters arising from that application. They aim to outline your obligation as students and our obligation to you. (Please note that advertised prices are subject to change).

1 Process of application

- 1.1 Once received, a place will be reserved for you (subject to availability) on a workshop, Urban Day Retreat™ or Holiday Retreat provided that the following conditions have been met:-
- 1.1a Applications for workshops or Urban Day Retreats™ or Holiday Retreats must be accompanied by full payment of the course by the date specified
- 1.1b Where appropriate, a deposit is required with your application. All deposits are non refundable.
- 1.1c Once the official order and application have been received a place will be booked on the workshop or Urban Day Retreat™ or Holiday Retreat. At this stage a binding contract exists and all terms and conditions apply.

2 Once booking has been accepted, the following conditions apply:

- 2.1 When the deposit has been paid for the workshop or Urban Day Retreat™ or Holiday Retreat, the balance payment must be received by the date stated prior to the start of any such events. Failure to do so will result in your place being cancelled and all monies forfeited.
- 2.2 Any transfers/cancellations are subject to points 3 & 4 of these terms and conditions.

3 Transfers

- 3.1 All transfers will be considered on an individual basis and are at the discretion of The Radiant Hand management.
- 3.2 If you wish to transfer to alternative dates, written notification must be received. The following conditions also apply:-
- 3.2a One transfer may be allowed, thereafter all fees paid (including deposit and balance) will be forfeit.
- 3.2b If we are unable to confirm a place on an alternative course immediately, the fees will be held by us for one year on receipt of written notification. If fees increase during this time you will be asked to pay additional charges. Any fees not used within one year will be forfeited.
- 3.2

4 Cancellations

- 4.1 We may at our discretion change or cancel dates but will notify you of these changes by post and/or telephone and/or email. Payments are non refundable and can be transferred to alternative workshops, Courses, Urban Day Retreats™ or Holiday Retreats with The Radiant Hand Ltd.
- 4.2 If you wish to cancel your place on the workshop, Urban Day Retreats™ or Holiday Retreat completely and do not wish to attend any further a workshops, Urban Day Retreats™ or Holiday Retreats with The Radiant Hand Ltd., the following conditions will apply:-
- 4.2a If notification is received 4 weeks or more prior to the start date of the workshop or Urban Day Retreat™ or Holiday Retreat and you wish to cancel, a fee of 50% of the total fee will be forfeit and the remainder of the fees will be refunded.
- 4.2b If notification is received between 1 and 4 weeks prior to the start date of the workshop or Urban Day Retreat™ or Holiday Retreat and you wish to cancel, a fee of 75% of the total fee will be forfeit and the remainder of the fees will be refunded.
- 4.2c If this notification is received less than 1 week prior to the start of the workshop or Urban Day Retreat™ or Holiday Retreat and you wish to cancel, ALL fees paid and payable will be forfeit and no refunds given, unless accompanied by a medical certificate when one transfer will be allowed. In the case of long term illness, fees will be held for a period of one year only. Any invoices reaming outstanding will be payable in full.
- 4.2d In case of failure to arrive, attend or complete the contracted workshop or Urban Day Retreat™ or Holiday Retreat, The Radiant Hand Ltd. is under no obligation to offer a transfer or refund any part of fees paid. If any fees are still outstanding, you will be liable to make the payment in full.

5 General

- 5.1 Change of Address - Written notification must be given immediately when you know you are moving house. The office cannot be held responsible or liable for post going astray prior to written notification of change of address being received.