



The Healing Temple
Holistic Therapies
Guiomar Rebelo

Bali Retreat Bookings Terms & Conditions

25 Oct – 2 Nov 2025

YOUR CONTRACT IS WITH: Guiomar Rebelo - The Healing Temple, 19 Middle Field, Weston Turville, HP22 5RH, Aylesbury Bucks

1: BOOKING PROCEDURE

(a) On making a booking with us, each person travelling must accept the terms of these Booking Terms and Conditions.

(b) If the booking is made 12 or more weeks in advance of the departure date a deposit payment is required on booking in order to secure your place.

Your deposit options are:

- A **non-refundable** 25% deposit can be paid to secure your place.
- You can also pay 50% of the room cost to confirm your place.
- You can also pay 100% of the room cost to confirm your place.
- The final payment is due no later than 6 weeks before the first day you are due to arrive on a retreat 25th October 2025.

(c) Where a deposit has been paid, a final request will be sent to you 7 weeks before your departure date and payment of the balance of the price of the retreat will become due 6 weeks prior to your departure date. If the balance of the price of your retreat is not paid within 14 days of sending our invoice, we reserve the right to cancel your place, retain your payments and apply the Cancellation Charges set out in Section 4.

(d) For bookings made within 10 weeks of the date of departure, the full payment will become due immediately upon confirmation of the booking. Once payment has been made any subsequent cancellation will incur Cancellation Charges as set out in section 4.

(e) Your booking is considered definite and a contract will exist between you and The Healing Temple only when an email of confirmation has been sent to you. No contract will exist between us prior to our issuing the confirmation email.

2: CANCELLATION OR POSTPONEMENT BY US

(a) The Healing Temple reserves the right in any circumstances to cancel your retreat at any time up to 10 weeks before the start date, in which case we will offer a refund in full of all monies paid for your retreat.

(b) The Healing Temple reserves the right in any circumstances to postpone and reschedule your retreat at any time up to 10 weeks before the start date, in which case we will offer to transfer your 25% deposit to the new dates or issue a voucher to be used on any other retreat. Any other retreat payments will be refunded.

(c) Compensation will not be paid if The Healing Temple is forced to cancel or in any way change

your retreat due to war, threat of war, riot, civil strife, industrial dispute, terrorist activity, pandemic, natural or nuclear disaster, fire, adverse weather conditions, technical or maintenance problems with transport, or other circumstances which amount to force majeure.

The Healing Temple will not be responsible for any monies you have paid for travel, so please make sure you have booked flexible flights with an airline that will allow free date changes or that issues credit vouchers for future flights.

3: INSURANCE

Travel insurance is mandatory for all of our retreats and you will be asked to produce details 8 weeks before the retreat. If you do not produce the necessary information your place may be cancelled and no refund given.

You are responsible for arranging full travel insurance which should cover you for the activities you plan to undertake and have adequate cover for travel delay, cancellation and curtailment, medical expenses and your personal belongings. We recommend you take out travel insurance within 15 days of booking your retreat.

4: CANCELLATION BY YOU

You may cancel your retreat at any time providing that the cancellation is made by the person who submitted the booking form and it is communicated to us in writing. Cancellation will take effect the day such notification is received by us.

When you cancel your retreat place, **we will retain your 25% deposit in all circumstances** and will apply cancellation charges up to the maximum shown below:

Days Before Departure Cancellation Charge

- 90 days or more: 25% of your retreat cost
- 30-90 days: 75% of your retreat cost
- Less than 30 days: 100% of retreat cost

If you are no longer able to attend your retreat, we may be able to offer you credit for another retreat if we are able to re-sell your place. This is only possible if you let us know at least 90 days before the retreat and it is dependent on if we can re-sell your place. Otherwise, our normal cancellation charges apply.

5: ACKNOWLEDGMENT OF RISKS AND INDEMNITY

You warrant that you are aware that all exercise and travel carries risks, and acknowledge you are participating willingly, and in knowledge of these risks.

You recognise 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.

You agree to fully indemnify without limitation any teacher(s), against any injury, malpractice, mishap, or accident during any and all interactions at the primary place of business for the Healing Temple.

6: YOUR HEALTH, ADVANCE GUEST INFORMATION AND WAIVER

It is your responsibility to let us know if you have any mental or physical health conditions and dietary requirements that may impact your participation in a retreat before you book.

If you have health conditions and dietary requirements that may be affected by the activities offered on our retreats, we reserve the right, for your own wellbeing, to advise you not to book a particular retreat.

It is your responsibility to consult a doctor with an understanding of yoga and fitness 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.

You also agree to complete a confidential Guest Information Form and Waiver 8 weeks in advance of your retreat. You will not be able to attend your retreat if you do not complete the form.

7: FOOD ALLERGIES AND DIETARY REQUESTS

If you have any food allergies or dietary requests you must contact us in writing before you complete your booking to be sure we can meet your needs.

If you have not received written confirmation from us that we can meet your dietary requests and you are unable to consume the menu offered, we will not be able to offer alternatives. If you choose to not attend or continue your retreat in this circumstance, no refund will be given and/or any costs for early departure must be met by the guest.

8: LOCAL CUSTOMS AND GROUP CONDUCT

Please familiarise yourself with the local customs of the country you are visiting, especially if it is a country with conservative culture.

Guests who are deemed by our retreat host to be acting in a way that is inappropriate towards our retreat teams, our hosts or other guests will be requested to stop. If the inappropriate conduct continues our retreat host may ask the guest to leave the retreat.

Inappropriate conduct includes verbal abuse, aggressive behaviour and violence, repeatedly disruptive behaviour, consuming excessive alcohol or drugs, sexual harassment, including sexual comments and unwanted touching. It also includes unwelcome behaviour that intimidates, offends or humiliates a person because of a particular personal characteristic such as age, race, gender, disability, religion or sexuality. It also includes culturally disrespectful or insensitive behaviour.

No refund will be given in this circumstance and all costs for early departure must be met by the guest.

9: ACTIVITIES

Guests are expected to follow the retreat plan and only partake in the activities offered within this plan. Guest who wishes to undertake additional/alternative activities not offered on their retreat should book extra days before or after the retreat so they can enjoy these in their own time.

10: RETREAT PRICES

Our retreat prices all-inclusive e.g. include accommodation, all meals as advertised and all group

yoga classes, tours, visits, restaurant meals, massages, unless stated differently in your booking confirmation email. Our prices exclude flights, travel insurance and tips.

11: FLIGHTS

We do not book flights for our guests. We may recommend suitable flights, and provide directions but The Healing Temple is not responsible for your travel plans and arrangements. It is your responsibility to confirm your flight times and check in with your airline before your outward and return journey.

12: OUR LIABILITY TO YOU

(a) We accept responsibility for ensuring that the retreat that you book with us are supplied as described and that the services we are contractually obliged to provide are to a reasonable standard. We accept responsibility for the acts and/or omissions of our teachers, assistants and suppliers except where they lead to death, injury or illness.

13: PASSPORTS, ADDITIONAL INSURANCE, VISAS AND OTHER HEALTH REQUIREMENTS

You are responsible for ensuring that you have a valid passport *with no less than 6 months of expiration*. **BEFORE YOU TRAVEL**: E-CD (Electronic Customs Declaration Form) The form can be filled in 72 hours before your arrival. Not earlier. After you collect your luggage, you will be guided to queue for showing the QRcode (passport is not needed at this point).

<https://bali.com/bali/bali-visa-indonesia-entry-regulations/visa-on-arrival-voa>

14: COMPLAINTS

If you have a problem during your retreat, please inform Guiomar Rebelo immediately, who will endeavour to put things right. If your complaint cannot be resolved locally, you must advise us in writing immediately on your return.

15: THE CONTRACT

This contract is made on the terms of these Booking Conditions, which are governed by English and Welsh law and the exclusive jurisdiction of the English and Welsh Courts.

Guiomar Rebelo holistic therapist. Fully insured.

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