

## PLIADES RETREATS' TERMS & CONDITIONS

### ABOUT PLIADES RETREATS

Pliades retreats is a social cooperative enterprise (SCE). "Pliades retreats" is established and existing under the laws of Greece. Its principal place of business is Pallini, Greece.

### RETREAT CONFIRMATION

Acceptance into the retreat is subject to the following:

- **Online booking completion with agreement to the Terms & Conditions**
- **Receipt of deposit and/or payment in full**
- **Confirmation from Pliades retreats**
- **Completed Wellness Questionnaire**

Admission is at the sole discretion of Pliades retreats and we reserve the right to refuse admission on any grounds, in which case all monies paid, will be refunded.

### PAYMENTS

All prices and payments are in euros. No other currencies will be accepted. When booking you will be offered two payment methods:

#### Via CREDIT CARD

- The payment can be made in full and **includes the 50% non-refundable deposit**.
- By choosing this payment you have 1,4% card fees.

#### Via EFT - Electronic Fund Transfers (EFT)

- The payment can be made in full and **includes the 50% non-refundable deposit**.
- A 50% **non-refundable deposit** can be made to secure your reservation with emailed bank confirmation within 24 hours.
- **Balance is payable 30 days prior to arrival.**
- If your booking is made within 30 days of the retreat date then the full amount is payable at the time of booking.
- **We do not offer discounts if unable to attend the full retreat.**

All bank charges are for the customer account. Should the deposit / balance of payment not be received within the time frame specified, Pliades retreats reserves the right to cancel your booking(s) and to charge the applicable cancellation fees set out below.

### CANCELLATIONS

Should a booking be cancelled, cancellation fees will apply. **A cancellation will only be effective when we receive written confirmation of the cancellation and have responded having acknowledged the cancellation.**

If you cancel your retreat:

- **30 days or more prior to the retreat start date, Pliades retreats will retain the non-refundable deposit;**
- **30 days or fewer prior to the retreat date, Pliades retreats will retain 100% of the amount paid in connection with the booking.**

In the event that a refund is warranted, **this refund will be returned net of bank charges and transaction fees incurred.**

All bookings have a mandatory check box for agreement to our Terms and Conditions & Cancellation policy before the booking is finalized.

If you fail to join the retreat, arrive after the commencement of the retreat, or leave the retreat prior to its completion, **no deduction to the price or refund will be made.**

In the event Pliades retreats needs to cancel a retreat due to unforeseen circumstances, a full refund will be given **minus the banking fees**. If we need to cancel for the safety of our guests, due to circumstances beyond our control, such as but not limited to acts of God, war, threat of war, closure of airports, civil strife, natural disasters, fire. **No refund shall be granted and all payments will be credited in the form of a voucher\* valid for one (1) year from the start date of the canceled retreat.**

## **EXCLUSIONS**

Without limitation, Pliades retreats, is not responsible or liable for bodily injury, death, delays, changes or losses caused by, but not limited to acts of God, war, threat of war, closure of airports and ports, civil strife, natural disasters, pandemics, accidents or any other events beyond or within our control; guests' injuries, illnesses, medical nor psychiatric conditions developed during nor subsequent to the holiday; loss of/or damage to personal property of guests.

You hereby certify that **you are physically fit and have not been advised to not participate**, by any means or in any manner, in any such activity arranged by the retreat hosts by a qualified medical professional. You hereby certify that **there are no health-related reasons, allergies or problems, which preclude your participation in any and all activities arranged by the retreat hosts.**

You hereby waive, release and discharge from and against any and all liability from your participation in the trip and in any and all activities arranged by the retreat hosts, including but not limited to, liability arising from the negligence or fault of Pliades retreats and/or its employees and/or its collaborators and/or its subcontractors, for your death, disability, personal injury, property damage, property theft, or actions of any kind which may hereafter occur to you including your trip to and from activities arranged by the retreat hosts, You agree that this release shall be legally binding upon you personally and all members of your family.

## **BOOKING CHANGES**

If you wish to transfer from one retreat to another within the same year, you must notify us at least 60 days prior to the retreat booking date. This will also only be possible if there is space available. Only one transfer is permitted. If you notify us less than 30 days prior to the retreat booking date the refund policy applicable to cancellations will apply.

Transfers to a third party can only be made at least 30 days prior to the retreat booking date and only for participating to the retreat that was originally booked and are only permitted once the transferee has completed our Wellness Questionnaire.

## **WELLNESS QUESTIONNAIRE**

You will be sent a link to a personalized Wellness Questionnaire a month before your retreat start date. The information provided will enable your instructors to offer you the safest and most appropriate services for your current level of health and fitness. The Wellness Questionnaire form is a prerequisite to your stay and attendance is subject to the completion of this form, so please ensure you complete it as soon as you receive the link. Based on information provided in the Wellness Questionnaire, you may be required to submit medical documentation to support that you are fit and healthy to participate in this retreat. Please note that our minimum age requirement is 18 years of age and we have no maximum age requirement. The island is unfortunately not wheelchair accessible.

## **INSURANCE**

We strongly advise you to ensure you have the most up to date information with regards to Greece and your own Government guidelines for international travel, required documentation and testing requirements. We do not take any responsibility for your travel in & out of Greece, therefore we also strongly advise you to take out travel insurance at the time of booking.

**Please ensure that you have full travel insurance to cover the activities on this retreat.** We STRONGLY recommend that you obtain appropriate travel insurance at the time of booking to cover cancellations or loss of items and medical expenses. We will not be liable for your travel, any loss or damages incurred through circumstances beyond our reasonable control. We also strongly recommend it cover cancellation, curtailment, personal liability and loss of luggage and personal effects.

We do not accept liability for loss or damage to your personal property nor any medical condition, which may develop during or after your holiday. Your travel insurance should cover these and any other contingencies.

**Please ensure that you have full travel insurance to cover expenses in case of damage caused to our equipment during the activities on this retreat.**

## PASSPORTS, VISAS AND DOCUMENTS

It is the responsibility of each participant to obtain a valid passport, visa(s) and necessary certificates for any country to be visited in connection with a Pliades Retreat.

## COVID-19 WAIVER

By joining one of our retreats, you agree to practice good hygiene, follow the social distancing rules, comply with all of the necessary preventive hygiene measures according to local guidance and abide by the official general public health safety guidelines in accordance with the National Public Health Organization (NPHO) under the supervision of the Minister of Health guidelines, currently in force. The guest also agrees to take all the necessary precautions & measures before travelling to Greece (such as Covid 19 test, vaccination etc.) according to the international travel guidelines.

**COVID-19 Updates:** as of the 19th April 2021, **Greece has lifted quarantine requirements** for fully vaccinated travelers and those who have a negative PCR test from the following countries: EU, UK, USA, New Zealand, Australia, South Korea, Thailand, Rwanda, Singapore, Israel, Serbia and UAE. The government has announced that as of the 14th May 2021 more local restrictions will be lifted with restaurants and stores opening up for the summer season. Safety protocols including wearing masks and social distancing will remain in place.

**Official Link:** [travel.gov.gr](https://travel.gov.gr)

## RETREAT ITEMS & YOGA EQUIPMENT

All items provided to the Guests by Pliades retreats such as yoga mats, blocks and straps for activity purposes, remain the sole property of Pliades retreats and/or other third party involved.

If for any reason missing items provided by Pliades retreats are not returned to Pliades retreats at the end of the retreat, then full payment for these items, at retail cost, will be due. The person in charge of this will be invoiced for any items that have not been returned to Pliades retreats.

**Covid-19 Note** | Each guest will be provided with his/her own yoga mat and block for the retreat by Pliades retreats. However, guests are advised to bring their own mats and yoga towels and if desired yoga equipment.

## PHOTO / VIDEO RELEASE FORM

**You will be sent a link to a Photo / Video consent form** a month before your retreat start date.

Once the permission granted, **Pliades retreats has the right and permission to use photographic material & video in which you are featured and are taken during the course of the retreat. Pliades retreats holds the right to use / republish / copyright, etc. this material for advertising and promotional purposes.** You hereby release and discharge Pliades retreats 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.

## **RETREAT CHANGES**

We will try and ensure that the program set for the year will remain as such, however if for any reason a supervisor becomes unavailable, we shall replace her/him with an equally suitable supervisor. Wherever possible you will be advised in advance of any alterations to the schedule once booked.

## **UPDATING OF TERMS & CONDITIONS**

We reserve the right to update and/or alter these terms and conditions at anytime, and it is your responsibility to be familiar with them prior to booking with us. The latest terms and conditions can always be found above and will supersede any previous versions.

## **DISPUTES & APPLICABLE LAW**

Pliades retreats and Guests shall make every effort, so that any difference, dispute or disagreement that may arise during the conclusion, interpretation and execution of the present Terms & Conditions, as well as claims related to them, is resolved out of court, with negotiations in a spirit of good faith within reasonable time after the date of the written expression of the disagreement by any of the parties.

If a difference is not resolved in this way, competent for its judicial resolution shall be the Courts of Athens, Greece exclusively, which shall decide on any trials regarding the execution and the Greek law shall apply.

*By booking into a retreat you hereby certify that you have read and fully understood the present Terms & Conditions, and you are fully aware that there is a release of liability included, you accept all Terms & Conditions and you agree of your own free will to all Terms & Conditions and applicable policies above. If you do not agree to the aforementioned Terms & Conditions, you are not permitted to participate in any Pliades retreats activity.*

*For any questions or queries, please email us at [pliadesretreats@gmail.com](mailto:pliadesretreats@gmail.com).*