



# KENDRA

HEALING  
ARTS

## Wellbeing Retreat Cancellation and Refund Policy

Sometimes things don't go to plan and in the current climate we will be as flexible as we can, therefore for interstate retreats, travel insurance is compulsory and should be supplied within one week of booking.

Cancellations by you;

**Half Day retreats** – no refunds will be offered unless a replacement is found. Cancellations 48 prior will be offered a credit note to be used on other retreats.

**Jindii Eco Spa Retreats** - A full refund (minus 10% admin fee) will be offered for cancellations 4 or more weeks prior to the event.

**Murrah Dream Retreats** - no refund will be given unless a replacement participant is found.

**Winter Heartspace Retreats** - full refund if you cancel 2 months prior with an admin fee of \$200.

If cancelling within 2 months prior, no refund will be given unless a replacement can be found to take your place.

Disruption due to unforeseen circumstances - In the event the retreat is disrupted by unforeseen circumstances, you will receive a full refund, minus 10% admin fee.

Fees paid can be transferable to family and friends but not transferable to other course of offerings.

### Payment choices

To book your place on the retreat, an instalment or full payment needs to be received upon booking.

If paying by instalment, the first instalment is to be paid upon booking. The remaining amount must be paid by eight weeks prior to the start date of the retreat, or the place may be forfeited, in which case refund policies apply as above. You can choose to pay your instalments how you like.

Fees paid can be transferable to family and friends but not transferable to other course of offerings.

### **Wait list deposit**

To be on the waitlist, a \$50 deposit will be requested and refunded to you if you are not offered a place if someone cancels. Retreat places may be offered right up to the retreat start, and you will need to be ready to arrive at short notice. The \$50 is not refunded if you do not take the place offered.

### Lady Elliot Island full terms and conditions

**BINDING AGREEMENT:** Please read the following Booking Terms and Conditions provided. By paying monies to Kendra Healing Arts for any travel arrangements you are accepting that you understand and agree with all terms and conditions below. You **MUST NOT** accept any booking without wholly agreeing with the terms and conditions below.

### **Private Insurance**

For interstate retreats, travel insurance is compulsory and should be supplied within one month of booking. You should ensure that such insurance will protect you against medical expenses arising from sickness or injury during your travel and protect you against loss or damage to your belongings and for non-refundable cancellations.

### **Deposits and payments**

A deposit of \$500 pp will secure your booking. Please note deposit payments are **NON-REFUNDABLE**. If payment has not been made by the specific date which Kendra Healing Arts will advise you, your bookings may be cancelled.

Payments may be made by direct deposit or cash to;

Account Name: Kendra Boone

BSB: 313 140

Account Number: 124 280 98

Reference: Please use your name as reference

Full payment must be made within 2 months of paying your deposit otherwise your place will be offered to the next person on the waitlist. Requests for payment plans will be considered.

Fees paid can be transferable to family and friends but not transferable to other course of offerings.

### **Cancellations by you -**

If cancellation by you occurs **no refund will be given unless a replacement participant can be found** to take your place. In the case of a replacement participant being found, an admin fee of \$250 will be charged. Please ensure your travel insurance covers late cancellations.

### **Cancellations by Kendra Healing Arts**

In the event the retreat is cancelled by KHA, your accommodation booking will still be honoured, and a refund issued to cover any additional costs. You will then travel to the venue without a retreat leader.

Disruption due to Government COVID restrictions -

In the event the retreat is disrupted by COVID restrictions you will receive a full refund.

### **Checking travel arrangements**

We have exercised care in putting together the arrangements requested by you in regard to your travel and accommodation. It is important that you check all of the documentation handed to you in relation to your proposed travel and accommodation to ensure that it fully meets with your requirements and to ensure that there have been no misunderstandings.

1. We strongly recommend that you contact your airline prior to any travel to ensure that the scheduled departure time has not changed.
2. We strongly recommend that you familiarise yourself with current travel advisories/information from [smartraveller.gov.au](http://smartraveller.gov.au) before you travel.
3. Payment of any excess baggage charges is the traveller's sole responsibility.
4. Carry-on baggage is subject to security rules on the carriage of various items. It is your responsibility to check with the relevant authorities.

### **Wait list deposit**

To be on the waitlist, a \$50 deposit will be requested and refunded to you if you are not offered a place if someone cancels. Retreat places may be offered 24 hours prior to the retreat start, and you will need to be ready to book a last-minute flight at short notice. The \$50 is not refunded if you are offered a place and do not take the place offered.

## COVID Policy

Your health and safety are my top priority and a COVID safety plan is in place which includes:

If feeling unwell a few days prior to the retreat, please get tested and recover at home. Anyone who displays any COVID-19 symptoms will be respectfully asked to isolate. Stay away from the group activities until feeling better.

I will monitor and adjust this COVID safety plan in line with current health advice.



### WELCOME TO COUNTRY

Local traditional elders invite us onto their country for smoking ceremony and embodied connection to the land we are staying on.



### NOURISHING WHOLE FOOD PHILOSOPHY

We source local organic chefs that value the importance of good whole food nutrition. We cater for gluten free, dairy free eaters.



### TRAUMA SENSITIVE YOGA AND MEDITATION

Our trauma informed approach, means we value and respect your safety and support, and believe that trauma sensitive yoga can be a pathway to heal mental health challenges.



### CONNECTION TO NATURE

We choose retreat locations that give you immersions in nature, to bathe, to rest and to connect with her.