

## **BALANCE WELLNESS RETREATS TERMS AND CONDITIONS**

1. It is the participant's responsibility to check the reservation and ensure that the particulars contained therein are correct.
2. The participant shall pay Balance Wellness Retreats a sum of 100% of the total amount due for each person named in the reservation at the time of reservation.
3. Payment can be made via cheque / bank transfers / net banking as per participant's convenience. All payments to be made in Indian Rupees currency.  
Payment shall be made in favour of:  
A/C name: Genotrance Global Ventures Private Limited  
AC number: 00730550935  
Bank: ICICI Bank  
Branch: Aundh, Pune  
Bank IFSC: ICIC0000073
4. If payment is not received the booking will be null and void.
5. In the event of cancellation by the participant, regardless of the circumstances, the following participant can transfer the booking to his/her acquaintance wherein monetary transaction will be mutually managed by participant and their referral. Balance Wellness Retreats shall not be responsible for any transaction in such cases. The new participant will have to re-register (excluding fee payment) submitting personal details to Balance Wellness Retreats for further communication and qualification of the attendee. Registered participant in this case, shall intimate the Retreat team via email regarding their unavailability or inability to attend the program and give details of the referred personnel as a new attendee to whom they would like to transfer their booking. Only when the new attendee is qualified by the Balance Wellness Retreats team should the registered participant go ahead with the monetary transactions with the referred attendee.
6. Balance Wellness Retreats reserves the right to change Retreat dates and shall inform the participant as soon as possible. Alternative arrangements will be offered but we do not accept responsibility for any costs incurred, including airfare to the participant. In case of event cancellation by Balance Wellness Retreats, full registration amount shall be refunded to the registered participants.
7. Balance Wellness Retreats shall not be held liable for flight costs.
8. The participant shall not use the property except for permitted use and shall not use the property for any offensive, noisy, dangerous, illegal, entertainment, immoral or improper purposes. The participant shall not do anything which may be a nuisance or annoyance to Balance Wellness Retreats and its guests, staff or owners.
9. The participant shall keep all fixtures, fittings, furniture and effects in a clean and good condition and shall replace any articles which are destroyed or missing with articles of a similar kind and of equal value.
10. Balance Wellness Retreats reserves the right at its sole discretion to terminate use of the property or any of its facilities by the participant in the event of any breach of these and/or property terms and conditions. The participant will be required to vacate the

property and Balance Wellness Retreats shall not refund payment or accept any consequential liability damages or loss.

11. Balance Wellness Retreats retains all copyright licence rights and sole exclusive ownership of the information, photographs and material displayed on its website. The material may not be modified, copied or used in any other way.

12. Balance Wellness Retreats shall not be responsible for violation of content in case of any cyber crimes or hacking of the site or any other e-platforms created by the Company.

13. It is the participant's responsibility to ensure that he/she has all the relevant travel documentation and arrives at the airport in time.

14. Balance Wellness Retreats can accept no responsibility for delay or cancellation of any flights, train, buses or other forms of transport. The program schedule will commence irrespective of time of arrival of any participant.

15. Balance Wellness Retreats reserves the right to alter any facility, accommodation or activity.

16. Accommodation shall be provided in twin rooms on double occupancy basis. Rooms will be provided on an unbiased basis.

17. Liquor will neither be served nor permitted in premises during retreat. If any participant is found consuming or carrying liquor their participation will be cancelled with immediate effect and no registration fee shall be refunded in such cases. Balance Wellness Retreats has the rights on the above.

18. Balance Wellness Retreats prefer to conduct retreats at customarily a tobacco and alcohol free resort. All participants are requested not to smoke or/and consume alcohol in their rooms, gardens/balconies and public areas. There is however, a separate area designated for guests who would still like to smoke. Smoking in your room or any other area will result in a cleaning and deodorizing charge of INR 10,000.

19. The participant must comply fully with all and any health and safety regulations introduced by Balance Wellness Retreats. The participant must ensure that he/she is medically and physically fit and able to use our facilities and participate in activities. Participants who have injuries or illnesses are advised to seek doctor's advice. Balance Wellness Retreats is not liable for any injuries to the participant in his/her use of our facilities or participation in activities. A participant must always stop and rest if he/she is feeling any pain or sickness and inform the trainer of any previous injuries or discomfort at the time of activity.

20. Balance Wellness Retreats shall not accept any responsibility for loss or damage of personal possessions or valuables of the participant at the retreat venue or during travel to and from the venue.

21. In the event of a participant having any complaint then he/she will not discuss this with any third party and shall notify the program manager/program coordinator as soon as possible. Balance Wellness Retreats shall not be responsible for any communication done between third party and participant.

22. Balance Wellness Retreats shall not be liable for any failures beyond its control. This covers natural disasters, war, 'acts of God', closure of airports, civil strife, accidents or failure to perform by third parties, including suppliers and subcontractors.

23. Balance Wellness Retreats accepts no liability for loss, damage, injury or illnesses which may be received during the participants stay or travelling to and from Balance Wellness Retreats

24. We recommend that all participants have adequate travel, cancellation and medical insurance for the duration of the trip.

25. Any resort / hotel facility availed of by the participant before/during/after the retreat shall be charged as per actuals unless included in the retreat package.

26. These terms and conditions shall be governed by Indian Law and the parties consent to the exclusive jurisdiction of the Indian courts in all matters regarding them.

27. Kids below 14 years of age are not permitted on campus for the retreat program.

**Retreat Package INCLUDES:**

1. Accommodation for the tenure signed up by the participant.
2. All meals (Breakfast, Lunch, High-Tea, Dinner)
3. Training fees
4. Wellness Kit
5. Spa Therapy as recommended by the Consultant Double occupancy twin bed room.
6. Certificate / Souvenir of completion of retreat

**Retreat Package DOES NOT INCLUDE:**

1. Travel to and from the venue of retreat.
2. Visa arrangement for any participant.
3. Extra spa sessions or any amenity used by participant available at the venue other than that included in the package.
4. Liquor or smoke provision or permission.

Your privacy is important to us. To better protect your privacy we provide this notice explaining our online information practices and the choices you can make about the way your information is collected and used. To make this notice easy to find, we make it available on our homepage and at every point where personally identifiable information may be requested.

This privacy policy sets out how "Balance Wellness Retreats" uses and protects any information that you give "Balance Wellness Retreats" when you use this website.

"Balance Wellness Retreats" is committed to ensuring that your privacy is protected.

Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

"Balance Wellness Retreats" may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from January 2018.

### **What we collect:**

We may collect the following information:

- \* name and job title
- \* contact information including email address
- \* demographic information such as postcode, preferences and interests
- \* other information relevant to participant surveys and/or offers

### **The Information We DON'T Collect:**

Credit/Debit Card Information - all payments are processed through participant's banking preferences, wherein participant and their respective banks ensure your banking details are never viewed by us.

### **What we do with the information we gather:**

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- \* Internal record keeping.
- \* We may use the information to improve our products and services.
- \* We may periodically send promotional emails about special offers or other information which we think you may find interesting using the email address which you have provided.
- \* From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail.
- \* We may use the information to customise the website according to your interests.

### **Security:**

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

If you believe that any information we are holding on you is incorrect or incomplete, please email us as soon as possible. We will promptly correct any information found to be incorrect.