

Isle of Avalon Weekend Retreat 2-4 July 2021 with Sonraya Grace

Booking Information Pack

This pack provides you with all the information you need to book and pay for Isle of Avalon weekend retreat.

Please print this document in order to complete and return the Booking and Emergency Contact Forms below. Alternatively, you can also complete it and email it to me – your printed name in the signature box is binding as an electronic signature. Details for sending correspondence are at the end of this pack.

Booking Instructions:

To confirm your place on 'Isle of Avalon Retreat, please read the Terms & Conditions carefully, then complete the Booking and Emergency Contact forms at the end of the document.

To secure your place on the Retreat a non-refundable Deposit of £150 is to be paid via bank transfer (Bank details below) or Paypal (Paypal fees applicable).

Payment Instalments

If you are not paying in full upfront then the following payment is required:

Balance in full by 10 May 2021

Payable by bank transfer in to Sonraya's account or Paypal (fees applicable).

Please retain a copy of this information as together with the Terms and Conditions, forms the contract with you with regards to cancellations, refunds and the such, and by making a payment you are agreeing to those terms.

All correspondence from Sonraya Grace will be by email unless you specify otherwise on the booking form. Please ensure you provide a valid email address. Your personal details will be held on file for the purposes of this Retreat and in accordance with the The General Data Protection Regulations.

Detailed joining instructions including a Medical Questionnaire for completion, will be sent to you by email at least 10 days before the retreat start date provided that full payment has been received. Please return the Questionnaire and Covid Declaration form before the Retreat.

Places are limited and are not guaranteed until a deposit or full fee has been received. A minimum of six people are required to run the Retreat. Payments received will be confirmed by email. Receipts are only sent on request.

Cancellation:

If the booking is cancelled by the client for whatever reason the following charges will be applied:

All **deposits** are non refundable unless there is a waiting list and your reservation can be replaced.

Cancellation 6-8 weeks before Retreat commencement 50% of the total course fee will be payable.

Cancellation less than 6 weeks before retreat commencement or failure to complete the course 100% of the course fee will be payable. All cancellations must be received in writing.

Under exceptional circumstances Sonraya Grace reserves the right to cancel the course for whatever reason and return monies paid without further liability. **You are advised to have your own appropriate insurance in case you have to cancel your reservation.** Monies paid for the retreat that is already oversubscribed will be refunded in full.

Online Payments

Direct Bank payments are preferred to
Account Name: Sarah Sonraya Grace
Santander: Sort code: 09-01-29 Account no: 23113033

Sonraya Grace Terms and Conditions

This information should be read carefully before booking the Retreat with Sonraya Grace. Upon completion, submission and acceptance in writing of the booking form, the client named on the booking form will have entered into a binding contract on the basis of the following terms and conditions. Please contact me if you have any questions.

Sonraya Grace refers to Sonraya Grace, 12 Clifton Road, Poole, Dorset, BH14 9PP

1 Agreement

Any agreement based on the outline terms and conditions arises upon the fulfilment of the following:

- (a) Receipt and clearance in Sonraya Grace's bank account of full payment or deposit in section 2 below, a fully completed Booking Form, a fully completed Emergency Contact Form and acceptance by Sonraya Grace in writing.
- (b) That the signature on the booking form is taken as the client attending the course or by a legally recognised agent of the client for and on their behalf. The agreement is governed by English Law.
- (c) The agreement is between Sonraya Grace and the client on the booking form and is the sole agreement between those parties.
- (d) Sonraya Grace reserves the right to refuse bookings to any party or individual without the need to give reasons solely at Sonraya Grace's discretion and we will return any payment accompanying the Booking form.
- (e) No variation of these terms & condition shall be applicable unless agreed in writing by Sonraya Grace before the relevant course.

2. Payment

Unless a separate Payment Plan has been agreed by both parties then the balance of the fees as specified on the Booking Form, must be paid in full by the date specified on the Booking Form, or if no date is specified, no later than 7 weeks before the commencement of the retreat. If not so paid, Sonraya Grace reserves the right to treat the agreement as cancelled by the client(s) pursuant to clause 4 below. A booking made within 4 weeks of the retreat commencement must be accompanied by payment in full unless a separate Payment Plan has been agreed by both parties.

3. Prices

Whilst every effort is made to limit prices to those given on the booking form, Sonraya Grace reserves the right to alter prices should its costs in hosting a course increase for reasons beyond its reasonable control (including, without limitation, the cost of labour, transport, accommodation, venue and materials).

In the event that a price is altered the client(s) will be notified as soon as reasonably possible and the balance of the altered price will be payable on the same terms as was the original price.

In the event of the price being thus increased by 15% or more the client may opt to cancel the booking and will then be entitled to a refund of all monies paid.

4. Cancellation by client

If the booking is cancelled by the client for any reason the following charges will be applied:

- a) The deposit is **non-refundable**.
- b) **Cancellation 6-8 weeks** before course commencement 50% of the course fee will be payable.
- c) **Cancellation less than 6 weeks** before course commencement or failure to complete the course, 100% of the course fee will be payable.

5. Variation of courses by Sonraya Grace

A Sonraya Grace course/retreat is, by its very nature, subject to natural variables and whilst every reasonable effort is made to comply with the content and itinerary, Sonraya Grace reserves the right to vary or modify the itinerary at short notice in order to take advantage of naturally prevailing conditions. The client acknowledges that information about the course/retreat provided by Sonraya Grace is given to the best of her ability but because of the variability of nature of when working out on the land, it may be reasonable to alter or modify a course/retreat and that in such circumstances it is not reasonable for Sonraya Grace to be liable for any losses consequential on such a change and that Sonraya Grace liability is limited accordingly.

6. Client Conduct

Sonraya Grace clients are expected to behave in a reasonable manner at all times and to comply with the instructions and leadership of Sonraya Grace, without recourse to repayment for that course and against the client(s) will if necessary. Circumstances that may warrant exclusion from a course include (without limitation): intoxication, use of recreational drugs, abusive behaviour, inappropriate or unsafe use of equipment, inability to meet the conditions of the course/retreat for physical or mental reasons. If you are in any doubt about your ability to meet the conditions of the course, please contact your GP before booking. For removal of any party under such conditions, Sonraya Grace will not be liable for any losses as a result and Sonraya Grace is also entitled to any reasonable costs arising from removal of said client(s) payable upon demand.

7. Insurance

Sonraya Grace is covered to a level of £4,000,000 for professional liability with Balens Insurance. She is also a Member of the College of Healing.

8. Liability

Some elements of Sonraya Grace course/retreat takes place in the outdoors, which by its nature is never free from hazard. While all reasonable precautions are taken to minimise the risk the client accepts that accidents including serious injury and death can occur without Sonraya Grace being at fault and to that extent he/she is taking part in a Sonraya Grace retreat at his/her own risk. The client also recognises that Sonraya Grace is not responsible for loss or damage to the personal property of the client, including vehicles, money, clothing and or equipment. The client also recognises attendance of a Sonraya Grace course/retreat in no way qualifies him/her to teach the course content, it is not intended that any instructions or guidance provided to any client(s) while on a course will in any way qualify those client(s) to instruct any third party & no warranty is made to that effect. Sonraya Grace hereby excludes any liability it might have to any third party in respect of any loss or damage suffered or incurred by that third party in its reliance on any skills taught by any client(s) on the basis of having attended any Sonraya Grace courses or retreats. Sonraya Grace accepts no responsibility for any mishap during a course or retreat from any instruction or

information not given by Sonraya Grace appointed instructors or assistants. Sonraya Grace also takes no responsibility for any mishaps occurring as a result of the client's failure to follow instructions.

As part of a client's natural healing process, old emotions and physical symptoms and sensations may come to the surface for release and resolution. Ultimately, the client is responsible for these and to ensuring they take good self-care during and after the retreat/course to assist the healing process.

9. Cancellation by Sonraya Grace

In the event that Sonraya Grace cancels the retreat/course, all monies will be refunded in full, or if preferred, transferred as a deposit for another course. Please note that Sonraya Grace requires a minimum number of clients to run this Retreat. Sonraya Grace reserves the right to cancel all and any bookings without reason or notice. Under these unlikely circumstances Sonraya Grace agrees to repay in full all and any deposits of course fees to the client.

10. Complaints

In the unlikely event that a client has cause for complaint about a Sonraya Grace course or retreat, the complaint should be made to Sonraya Grace during the event in order that corrective action can be taken if necessary. The client acknowledges that it is unreasonable not to raise an issue during a course but to complain later. Any complaint must be made immediately. Sonraya Grace will not accept a complaint after the end of the course or retreat. However should the problem not be resolved satisfactorily, a complaint should be made in writing within 28 days or this complaint will not be upheld.

Please refer to Sonraya Grace's website for the full details of what is included in the Package.

Email: office@sonrayagrace.com

Mob: 07802769030

Post:

12 Clifton Road

Poole

BH14 9PP

You can follow & message Sonraya Grace on social media:



@sonrayagrace



@sarahsonraya

For more information about Sonraya Grace please visit:

www.sonrayagrace.com

Thank you very much for taking an interest in the work of Sonraya Grace and we look forward to welcoming you on the Weekend Retreat!

Sonraya Grace Booking Form

Please ensure that you have read and understood the Terms and Conditions before signing this form. Please complete this form in **Block Capitals** and return to the address below with your deposit or return via email.

Sonraya Grace, 12 Clifton Road, Poole, Dorset, BH14 9PP

Title:	<input type="checkbox"/>	First Name:	<input type="text"/>	Surname:	<input type="text"/>
Address:	<input type="text"/>				
Address:	<input type="text"/>	Postcode:	<input type="text"/>		
Home Tel:	<input type="text"/>	Work Tel:	<input type="text"/>		
Mobile:	<input type="text"/>	Email:	<input type="text"/>		
Date of Birth:	<input type="text"/>	Male:	<input type="checkbox"/>	Female:	<input type="checkbox"/>
Course Title:	<input type="text"/>	Course Date:	<input type="text"/>		
I have read the Terms and conditions	<input type="checkbox"/>	How will you pay? Payment Plan or in Full	<input type="text"/>		

Please inform me of any changes to the above information as soon as possible.
The non-refundable deposit secures your space. The balance in full is due by 10 May 2021.

All correspondence from Sonraya Grace will be by email. Would you like to be included on SG's email list for regular Blogs and inspiration? Yes/No

Declaration: I, the above named, agree that I have read and accepted the Sonraya Grace Terms & Conditions. I also recognize and agree that, as with any outdoor activity, the courses and retreat events offered by Sonraya Grace contain an element of personal risk, and however unlikely, that risk can become a reality. Payment indicates an acceptance of Sonraya Grace's Terms & Conditions.

Signed: **Date:**

For Office Use Only	<input type="checkbox"/>	Full payment received	<input type="checkbox"/>	Notes
Booking reference No	<input type="text"/>			
Deposit received	<input type="checkbox"/>	Details sent	<input type="checkbox"/>	

Sonraya Grace Booking Form Additional Information

Accommodation requirements – please circle your choice

Weekend Retreat to Glastonbury

The accommodation is at Healing Waters Sanctuary is one single room and 2 x twin rooms (shared) and quad room (4 beds)

Are you willing to share a room? Yes/No

Would you like a single room? (if this is available) Yes/No

ALL ROOMS HAVE ACCESS TO TWO BATHROOMS ONE UPSTAIRS AND ONE DOWNSTAIRS.

Your preferences will be met on a first come first served basis.

Please note that Healing Waters is a peaceful Vegetarian retreat and stimulants, including alcohol is not allowed on the premises.

Special diets: Please indicate below if you have any special dietary requirements (this needs to be notified at least 4 weeks before the event) An additional £5 per person per full day is payable.

About you...

Please tell me in your own words what has drawn you to join on the this Retreat?

If you could also give me an idea of your previous background and experience in meditating and personal/spiritual development this would be most helpful.

Name: _____ Date: _____

Emergency Contact Details Form

Personal Details

First Name: **Surname:** **Date of Birth:**

Course Title: **Course Date:**

Who should we contact in the event of an emergency?

First Name **Surname**

Home Tel: **Work Tel:**

Mobile: **Relationship:**

Medical Details

NHS No. (if known) **Blood type and Rhesus factor (if known)**

Please let me know if you suffer from any of the following medical conditions, or have any other allergies or injuries? Epilepsy, Asthma, Heart condition, Diabetes, mobility problems etc.

Are you currently taking prescribed medication? **Yes** **No**

If Yes, please list:

Are you pregnant?

All information is treated in the strictest confidence

Declaration: I, the above named, recognize and agree that, as with any outdoor activity, the courses and events offered by Sonraya Grace contain an element of personal risk, and however unlikely, that risk can become a reality.

Signed: **Date:**