

General Terms and Conditions of Susanne Amoraal

These general terms and conditions apply to registration for a retreat and/or event organized by Susanne Amoraal, part of Anahata b.v., hereinafter referred to as "the Organizer."

1. Registration and Deposit

1.1 Registration for the retreat and/or event is completed by filling out and submitting the online registration form on the Organizer's website.

1.2 To complete your registration and participate in the retreat, a deposit of €500 is required upon registration.

1.3 To complete your registration and participate in an event, full payment of the event fee is required at the time of registration.

2. Retreat Price

2.1 The participation fee includes at least the preparation costs, materials, the specified number of overnight stays in a shared room, and meals during the stay unless otherwise stated.

2.2 VAT is applied to the participation fees of our retreats and/or events. The listed prices include 21% VAT for private payments. For business payments, 21% VAT will be added to the stated price.

2.3 Prices are subject to adjustment due to unforeseen circumstances.

3. Payment Terms

3.1 The remaining balance of the participation fee must be paid no later than 14 days before the start of the retreat and/or event unless otherwise agreed upon with the Organizer.

3.2 Refunds are only applicable under the cancellation terms outlined in sections 5 and 6 of these conditions.

4. Satisfaction Guarantee

4.1 Participants are entitled to a "satisfaction guarantee" up to three calendar months after participating in the retreat and/or event, provided they can demonstrably indicate that the retreat and/or event did not meet the expectations as described in the Organizer's offer and communications.

5. Cancellation by the Participant

If you decide to cancel your participation for a retreat or event, the following terms apply:

5.1 Up to 8 weeks before the retreat and/or event, you can cancel free of charge. Your deposit will be refunded within 14 days, minus €95 administration fees.

5.2 If you cancel between 8 and 4 weeks before the retreat, your deposit will not be refunded. For events, you will receive a 50% refund of the participation fee during this period.

5.3 If you cancel less than 4 weeks before the retreat and/or event, you are required to pay the full participation fee.

5.4 In case of last-minute cancellation due to illness or the death of close relations, you may be able to claim this on your cancellation insurance.

5.5 Travel costs are non-refundable.

5.6 Participation in program activities is voluntary. If you decide not to participate during the retreat, no refund will be provided.

5.7 In case of a booking for a private session, you can cancel your booking up to 48 hours before the session, and reschedule free of charge, up to two times. If you cancel within 48 hours of the session, no refund will be issued, and you will need to book a new session through the website.

6. Cancellation by the Organizer

6.1 The Organizer reserves the right to cancel or modify the retreat and/or event due to unforeseen circumstances, force majeure, or insufficient registrations.

6.2 You will be given the opportunity to participate in a retreat and/or event at a later date. Any price differences will be adjusted after rescheduling. If you have a valid reason not to reschedule, your deposit and any additional payments will be refunded within 14 days.

6.3 If cancellation is due to force majeure, you have the right to reschedule but not to a refund. In this case, solutions will be discussed with you.

6.4 Costs for flights and/or hotel accommodations are always the participant's responsibility. Travel expenses to the retreat location are non-refundable under any circumstances.

7. Liability

7.1 The Organizer is not liable for personal accidents, loss, or damage to property during the retreat and/or event.

7.2 If the Organizer is held liable for any damages, it will be limited to the participation fee.

7.3 Participants are advised to obtain appropriate travel insurance for the duration of the retreat.

8. Medical Disclaimer

8.1 The retreat and/or event is not intended as a substitute for necessary medical and/or psychological treatments or therapy.

8.2 If you are under the care of a psychologist, psychiatrist, or other therapist, please report this when registering for the retreat and/or event. The use of medications such as antidepressants must also be disclosed.

8.3 The use of drugs, alcohol, or other intoxicating substances is prohibited during the retreat and/or event. Violation of this rule may result in exclusion without a refund.

9. Intellectual Property

9.1 The materials provided during the retreat and/or event become your property. The Organizer retains the intellectual property rights related to the retreat and/or event, materials, and other related matters.

9.2 Without the express written permission of the Organizer, you may not disclose, exploit, or reproduce any data, sections, or excerpts of the materials.

9.3 Photos and videos taken during the retreat and/or event may not be shared on social media or with others without the Organizer's permission.

9.4 The Organizer reserves the right to create photos and videos during the retreat and/or event for marketing purposes. By agreeing to the terms, you implicitly consent to the use of this material. If you object, please notify the Organizer in advance.

10. Replacement of Facilitator

10.1 The Organizer may replace a facilitator at any time with another facilitator. You will be informed of this before the start of the retreat and/or event.

10.2 The Organizer reserves the right to make substantive changes to the retreat programming.

11. Complaints

11.1 If you have a complaint regarding the execution of the retreat and/or event, administrative procedures, or other matters, please email the following address within 10 days of the start of the retreat and/or event. You will receive a written response within 10 days.

12. Applicable Law

12.1 These general terms and conditions and the registration for the retreat are governed by Dutch law.

13. Contact Information

For questions or comments regarding these terms and conditions, you can contact:

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