

TERMS & CONDITIONS — OHAYHOMEWARD LIMITED

Please read carefully. By purchasing any Ohayhomeward Limited (“OHL”) retreat, you agree to the following Terms & Conditions.

1. Acceptance of Terms

Welcome to Ohayhomeward Limited (“OHL”). By purchasing or booking any retreat, service, class, or product offered by OHL, you (“the participant” or “the user”) understand and agree to be bound by these Terms & Conditions.

OHL may update these Terms at any time. The most recent version will always be available on the website. Continued participation in any OHL offering constitutes acceptance of the updated Terms.

2. Deposit & Payment Policy

A non-refundable deposit of £300 is required to secure your place on the retreat. This deposit is non-transferable and cannot be refunded under any circumstances.

A payment plan may be offered at the time of booking. Full details (amounts + due dates) will be provided in your booking confirmation.

If a payment is missed, OHL will contact you via email. After three reminders, if no payment has been received, your place will be released and your deposit retained.

All remaining balances must be paid no later than 45 days before the retreat start date. Cash is not accepted upon arrival.

3. Cancellation Policy (Participant)

All deposits are strictly non-refundable.

- If cancelling 61 days or more before the retreat start date:

All payments except the deposit may be eligible for a refund, but this is not guaranteed.

- If cancelling 60 days or less before the retreat start date:

All payments are non-refundable.

There are no refunds available for any reason, including but not limited to:

- illness (including Covid)
- family or work emergencies
- travel delays or cancellations
- visa or passport issues
- change of mind
- natural disasters
- acts of terrorism
- weather conditions

Travel insurance is highly recommended to protect against unexpected events.

4. Covid-19 Policy

All deposits and payments follow the same rules as the cancellation policy above.

Covid-related issues (illness, quarantine, travel restrictions, lockdown measures, etc.) do not qualify for refunds.

OHL is not responsible for any participant contracting Covid before, during, or after the retreat.

5. OHL Cancellation Policy

If OHL must cancel the retreat for any reason—including but not limited to illness, logistical issues, under-booking, weather, natural disaster, or emergencies—participants will receive a refund of all payments except the non-refundable deposit.

If a retreat has half capacity or less 90 days prior to the start date, OHL reserves the right to cancel. Deposits will not be refunded but may be credited toward a future retreat.

OHL is not responsible for:

- flights
- travel costs
- accommodation booked outside the retreat
- any other personal expenses

This is one of the main reasons travel insurance is strongly recommended.

6. Disclaimers (Rooms & Accommodation)

Rooms are first-come, first-served.

If you book a shared room and do not specify a roommate, you will be paired with another participant.

7. Disclaimers (General)

Your retreat fee covers:

accommodation, food, and yoga sessions, unless otherwise stated.

OHL is not responsible for:

- lost or stolen items
- flight cancellations or missed flights
- transportation issues before or after the retreat
- passport or visa issues

A valid passport may be required depending on the retreat location.

Travel insurance is not included and is highly recommended.

Participants must sign a Liability Waiver and Retreat Contract before attending.

8. Third-Party Vendors

During retreats, OHL may work with third-party providers (e.g., accommodation hosts, caterers, drivers, activity leaders).

OHL is not responsible for the actions, omissions, services, products, or performance of any third-party vendor.

Participants agree that OHL is not liable for:

- injury
- loss
- damage
- inconvenience
- dissatisfaction

caused directly or indirectly by third-party services.

9. Governing Law & Jurisdiction

These Terms are governed by the laws of England and Wales.

Any dispute must be resolved exclusively in the courts of England and Wales.

10. Severability

If any part of these Terms is found to be invalid or unenforceable, the remaining provisions remain fully valid. A similar, legally acceptable clause will replace the invalid one to maintain the intent of the original Terms.