TERMS & CONDITIONS FOR ATTENDING SUNCOKRET RETREAT:

Retreat Concept

Suncokret retreat offers an experience into a holistic way of life and foreign culture, which may be very different from your own. In order to obtain the greatest benefit from this experience, we ask that you come with a positive outlook, a commitment to learn and, most importantly, a respectful attitude toward local customs, conditions and standards; teachers and/or retreat hosts; and their teaching techniques and service styles. It is up to each individual to ensure that they fully acquaint themselves with and accept the retreat concept and conditions as presented on the Suncokret website prior to attending retreat with us.

During the first few days of arrival, it is important to allow yourself time to adjust to your new environment. Changes in climate, food, time zones, and, of course, jet lag and lifestyle changes may result in frayed nerves and a vulnerable emotional state. Therefore it is extremely important that you embark on this journey with a sense of adventure, and are prepared for the unexpected and for possible inconveniences. Patience and a good sense of humor will be your most valuable attributes during this essential period of adjustment. Suncokret will make every effort to provide you with the support you need during your adjustment time while staying with us.

The philosophy of this type of retreat is one that allows alternatives and a degree of flexibility. Changes in planned holidays may be caused by unforeseeable circumstances. All efforts will be made to ensure that everything goes smoothly during your stay, with the support of a cooperative attitude from our guests.

If a customer of Suncokret is unable or does not choose to complete an itinerary on their holiday, Suncokret is not liable to supply alternative itineraries, excursions, accommodations, services or staff for the period when the client is not present with the group, nor liable to return money for offered services which have not been utilized by the client.

When participating in the activities on group holiday, it is necessary that you abide by the authority of the group leader. If you commit any illegal act or demonstrate behavior likely to cause danger, distress or annoyance to others, we may terminate your holiday arrangements without any liability on our part.

Inappropriate behavior (alcohol or drug abuse, abusive language, gossiping, excessive rudeness or temperamental outbursts toward locals, retreat participants, teachers or anyone else involved with the retreat) will not be tolerated. If a guest demonstrates such destructive behavior, they will be asked to leave the retreat with no right of refund, and shall bear all the extra expenses related to early departure.

Complaints & Solutions

If you have any complaint about any aspect of the holiday (the trips, the organizers, accommodation, whatever...) please make it known to Suncokret organizers – not other guests - at the earliest opportunity. Suncokret will do everything possible to resolve issues quickly and effectively, with the help of your cooperation and mutual respect.

Be Informed

Please review our entire website to acquaint yourself with every aspect of the retreat which may be of relevance to your program and stay. No refunds will be given for any dissatisfaction which may arise due to failure on the part of a client to fully investigate all aspects of the holiday, as presented on our website and/or through written correspondence with us.

Travel Documents & Insurance

It is up to each individual to ensure that their insurance is adequate for the holiday they have booked. If you participate in any activities that are available at Suncokret retreat - yoga, safari, town outings, holistic workshops and treatments, etc., you must be covered by insurance. Suncokret is not liable for non-compliance to this and the client accepts responsibility for obtaining adequate insurance required for the holiday.

Your booking is accepted on the understanding that you realize the possible hazards involved in our holidays; including possible injury, illness, loss or damage to property, inconvenience and discomfort; and that you agree

to take all precautionary measures to ensure your safety and well-being while on retreat.

All guests must arrange appropriate travel visas and other travel documents, as well as appropriate travel insurance before the start of the retreat. Insurance must cover holiday cancellation, baggage loss, medical expenses and the cost of repatriation should you become too ill to continue your holiday, including helicopter rescue and air ambulance.

Medical Conditions

If you are affected by any condition, medical or otherwise, or have special needs, these must be brought to the attention of Suncokret at the time of booking. All guests are responsible for ensuring that they meet the minimum health requirements for the holiday they have booked. If you have a health condition and are unsure whether yoga and other scheduled activities are suitable for you, please consult your doctor. Suncokret is not liable for any dissatisfaction that may result from inability to participate in scheduled activities due to lack of physical condition or restrictive health conditions.

Retreat Documentation & Publishing Rights

Suncokret reserves the right to document and publish on its website, newsletter, advertisements or social media pages any photos or videos taken during the retreat, as well as any spoken or written feedback offered by guests regarding the retreat experience. Suncokret shall use any documentation of the retreat with discretion and will not intentionally publish any material which may be seen as invasive or unflattering to anyone. Anyone wishing to avoid having their photo taken, etc. during the retreat should make it expressly known at the time of shooting. Suncokret is not liable for documentation made or published by other retreat guests.

Reservations, Payments & Cancellations

To secure your reservation, please send us a signed and completed Booking Form, at which we will issue an invoice for the required deposit.

The outstanding balance may be settled within 24 hours of arrival at the retreat.

Any/all monies issued to Suncokret are non-refundable. Cancellations due to medical reasons or other emergency circumstances will result in an issued voucher for the monies paid, which may be used within one year from the issue date toward any Suncokret retreat or service. The voucher may be transferred to a friend or family member so long as they meet the minimum requirements for attending a Suncokret retreat.

Suncokret reserves the right to cancel a holiday in any circumstances but will not cancel a holiday, except for force majeure or the client's failure to pay the final balance. Unless the client fails to pay the final balance, Suncokret, upon cancellation, will return all monies paid.

Please note, in case of extreme currency fluctuations or amendment in local government taxes or any fuel hikes, Suncokret reserves the right to adjust the retreat price accordingly.