

## **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 once the retreat holiday has been booked. 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.

### **Covid-19 Safety Measures**

In response to the Covid-19 pandemic, we are committed to doing our part to help stop the spread of the virus by carefully adhering to the safety guidelines issued by the Croatian Government: <https://www.koronavirus.hr/>.

Therefore, we will ensure:

1. All group gatherings are conducted outdoors, whenever possible, or that there is proper ventilation of indoor meeting areas (the yoga shala, living & dining areas), whenever used, during the retreat time
2. Regular cleaning & disinfection of communal retreat facilities several times daily (i.e. pre/post-practice & pre/post-meals)
3. Physical distancing measures of 1.5 meters (indoors) and 1 meter (outdoors) in all directions is kept between the retreat members (who are not attending the retreat as householders or family members) during group gatherings
4. Hand sanitizer is available at the entrance to each cottage and at the entrance of other commonly-shared facilities (yoga shala, communal living-dining area & communal bathroom in Earth & Fire Cottage)
5. Meals are enjoyed at appropriately distanced outdoor tables, dispersed throughout our garden or, if preferred, on the terrace of each individual cottage for the "householders" or group of friends staying in that particular cottage who wish to dine separately from others. In case of the need to dine indoors due to poor weather, we will follow a similar protocol for the indoor spaces.
6. Small group sizes of up to 9 attendees within our 350 square meter facility in order to ensure there maximal space for and limited sharing of communal facilities among guests
7. Scheduled outings are adjusted as necessary to ensure minimal exposure to more densely populated areas during the retreat time

Because we truly are all in this together, here are a list of steps you can take to support your wellbeing, and the well being of others, prior to and while attending retreat:

1. **Boost your immunity** - On a daily basis, we recommend keeping up with a daily mind-body practice such as yoga, eating a rainbow of colors, drinking ample supply of water, getting proper sleep, taking appropriate vitamins, minerals and

supplements, as well as eating fermented foods and/or a quality probiotic to support your overall immune health. We also recommend engaging in life-enhancing activities that help reduce stress and promote a deeper connection to self and nature.

2. **Limit your exposure** to densely populated areas whenever possible and take all recommended, science-backed precautionary measures suggested by a trusted source to protect yourself from exposure to viruses at home and while traveling abroad.
3. **Bring an accurate thermometer** with you on retreat - we will ask all retreat members to measure their temperature prior to attending group gatherings during the program. If your temperature is above 37.2 C, you must be willing to isolate yourself in your room immediately and report your condition to the retreat staff so that appropriate medical intervention can be requested on your behalf.
4. **Bring along face masks and hand sanitizer** with you on retreat - to be used as necessary while on retreat, according to the official guidelines issued by the Croatian government. Let's keep one another safe.
5. **Come with an open mind and heart and be responsible toward yourself and others** - be ready to adjust plans as needed while on retreat in order to keep the experience safe and positive yourself and others. Remember, we are in this together!

### **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.

### **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 on arrival at the retreat in cash or on our account by the stated due date provided on the invoice.

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 the 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.