

BOOKING T's & C's

HEART & SOUL RETREAT SPACE

It is your responsibility to read and understand our Terms and Conditions before making a reservation.

Booking

1. Every client must provide Heart and Soul of Wellness with full insurance details at the time of final payment. Failure to do so results in a cancellation of the booking and forfeiting the paid deposit.
2. Guests must be at least 18 years of age to attend Heart and Soul Retreat. Guests under 18 may be allowed to attend provided they are accompanied by a guardian 18+ years old and are approved by management.
3. Heart and Soul Retreat is a Smoke Free zone. To prevent the risk of bush fires we ask that all who attend our facility do not smoke during their stay.
4. Strictly no Pets are allowed to stay at the property. Our wildlife is important to us.

Payments

1. We request a 50% deposit within 2 days of making a booking. This non-refundable deposit is required to secure the booking.
2. Payment of the rental deposit constitutes the client's acceptance of these Terms and Conditions.
3. Balance of the rental amount must be received in full 7 days prior to occupancy.

Cancellations and Amendments

1. All cancellations, amendments, or variations to bookings must be agreed on by arrangement with management and received in writing.
2. Management will make every effort to ensure the property is available as booked. However, the owners reserve the right to make alterations to bookings due to unforeseen circumstances in which case 100% of the booking fee will be refunded.



Housekeeping

1. It is anticipated that every client will leave our Retreat Space in the condition you found upon completion of your event, to receive your bond back. Under the discretion of Heart and Soul of Wellness the bond may be kept for undue damage to Retreat property or if excessive cleaning is required.
2. If any damage or breakage occurs exceeds \$150, your entire deposit will be forfeited
3. A complete facility walk through (with the designated Retreat Facilitator) is suggested before event and upon completion of event.
4. Decorations may be hung with non-abrasive tape such as painters tape, but no scotch tape, tacks, pins or nails may be used for decorations.
5. If you choose to move any furniture, you must move it back to its original positioning after the completion of my event.
6. All Yoga props used must be treated with care and be left as they were upon arrival at the Retreat.

Accommodation

1. All accommodation at the Retreat Space in the Main House and Cabin are shared between the group.
2. Facilitator Accommodation (if booked) is set away from the Retreat in a nearby lodging.
3. All prices shown on a per night rate.

Inclusions and Exclusions

1. Inclusions for the booking of the Retreat stay are:
 1. Shared accommodation at our Retreat destination
 2. Yoga Shed and all props/cushions within the space
 3. Large lounge area with open fire
 4. Books / Oracle Cards to read during your stay.
 5. Indoor Kitchen Facilities including: Appliances, Fridge/Freezer, Cutlery, Utensils, Tea & Coffee etc
 6. Wifi
 7. Laundry Services
 8. Outdoor entertaining area with Pizza oven



9. Swimming Dam
10. Walking Tracks
11. Magnesium Spa
12. Swimming Towels
13. First Aid kit
14. Insect Repellant

2. Exclusions for the booking of your Retreat stay are:

1. Catering: If you do not wish to do the cooking for your retreat we are happy to connect you with our trusted local caterers who we have chosen for their healthy wholesome cuisine and ability to meet all the dietary requirements of your clients.
2. Tour Guides
3. Sunscreen