

Terms of Service

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, the accommodation, anything at all...) please make it known to your group leader and Suncokret co-hosts – 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 or other body-mind-spirit activities, nature outings, town outings, holistic workshops and/or 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 clients 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 both Covid and non Covid-related 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.

Alcohol and Smoke-Free Zone

Suncokret provides an alcohol and smoke-free sanctuary for the body, mind and soul. All guests are asked to refrain from bringing or using these and other non-prescribed substances while on the property, within the group environment, including during group activities, with the exception of wine sampling as part of an organized wine-tasting activity, should this activity be included the event program you have signed up for, or during a celebratory dinner, if scheduled at the end of the event. In such cases, alcohol consumption must be kept to a discrete minimum.

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.

If you come down with a health condition (Covid-19 or other) while on retreat, Suncokret shall not be held liable for your condition or inability to participate in the program as planned.

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, or any additional expenses incurred as a result of illness while on retreat.

GDPR & Retreat Documentation & Publishing Rights

In accordance with the GDPR (European Union Data Protection Law), you hereby confirm usage of your personal data by Suncokret for practical use to facilitate, support, and document your group stay.

It is understood that Suncokret reserves the right to document and publish on its website, newsletter, advertisements, or social media pages any photos, videos, audio recordings, and/or written feedback offered by guests regarding the retreat experience.

Suncokret shall use such documentation with discretion and will not intentionally publish any material, which may be seen as invasive or unflattering and, should you find such materials invasive or unflattering, you may request their deletion from public record. Suncokret is not responsible or liable for documentation made or published by other parties.

Participation Waiver

The mind-body-spirit practices offered at the Suncokret include physical movements as well as an opportunity for relaxation, stress re-education and relief of muscular tension.

As is the case with any physical activity, the risk of injury, even serious or disabling, is always present and cannot be entirely eliminated. Therefore, if you experience any pain or discomfort or feel unsure about performing any particular movement offered during the practice, you will listen to your body, adjust the posture, continue to breathe smoothly, and ask for support from the instructor.

It is furthermore understood that you are aware that the movement practices and/or holistic treatments offered at Suncokret are not a substitute for medical attention, examination, diagnosis or treatment and may not be recommended or considered safe under certain medical conditions.

You affirm that you alone are responsible to decide whether to practice any of the mind-body-spirit practices on offer during the holiday stay, and that you take full responsibility for informing your host/instructor of any physical conditions that may affect your ability to participate in the retreat safely.

You hereby agree to irrevocably release and waive any claims that you have, now or hereafter, against the owners or activity providers collaborating with Suncokret, including any yoga or mind-body-spirit teachers, artists, or holistic program facilitators and therapists who may be offering services during your stay.

Reservations, Payments & Cancellations

To secure your reservation, please send us a signed and completed Booking Form, at which time you will be sent an invoice for your stay.

The deposit and outstanding balance must be settled by the noted due date(s) written on the invoice.

If the payment deadlines are missed you may lose your reservation without notice. In case you need to extend the payment deadline, please send us your request before the payment deadline has expired.

The payment is non-refundable but 100% transferable with cancellation made 30 days or more before the retreat start date; and 50% transferable with cancellation made 21 days or more before the retreat start date.

No credit will be given for cancellations made less than 21 days prior to arrival with the exception of cancellations due to medical reasons or other emergency circumstances, which will result in a 25% transferable credit, valid within one year of the cancellation date toward any Suncokret retreat or service.

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, price hikes, including fuel, utilities, food, or amendment in local government taxes, Suncokret reserves the right to adjust the retreat price accordingly and the outstanding difference must be settled in full by the client.

By settling a deposit to secure the booking, it is understood that you agree to these Terms of Service.