



RETREAT TERMS AND CONDITIONS OF USE

As at 22 January 2023

This document sets out the Terms and Conditions for guests of yourheartconnected.com, Reconnect Bali 2023 Retreat. Thank you for your booking and we look forward to your arrival. We strive to make your stay a relaxing and memorable one. The terms and conditions below are meant to protect you and us as well. We will do everything we can to work out any and all situations in a mutually beneficial manner.

1. It is the guest's responsibility to check the reservation and ensure that the particulars contained therein are correct.
2. The guest shall pay yourheartconnected.com, Reconnect Bali 2023 Retreat, through our secure payment portal. [Yourheartconnected.com](https://yourheartconnected.com), Reconnect Bali 2023 Retreat is not responsible for any charges incurred in the payment of funds.
Please register via this link: yourheartconnected.com
3. The balance of monies due for additional products, food, drinks, incidental and/or services, not included in the yourheartconnected.com Reconnect Bali 2023 Retreat inclusions, may be paid upon check out at the retreat venue. [Yourheartconnected.com](https://yourheartconnected.com), Reconnect Bali 2023 Retreat is not responsible for any charges incurred in the payment of funds.
4. [Yourheartconnected.com](https://yourheartconnected.com), Reconnect Bali 2023 Retreat, can only hold a room once payment has been received. A confirmation email will be sent to guarantee the reservation.
5. In the event of cancellation by the guest or in the event of a "no-show", regardless of the circumstances, the payments are non-refundable. The ticket is also non-transferable from 1 May 2023. Cancel For Any Reason Travel insurance is highly recommended. We are not responsible for flight cancellations, volcanic eruptions, epidemics, pandemics, force majeure, or other acts of nature. It is your responsibility to obtain the proper insurance at the time you purchase your flight. It is easy and inexpensive. Proof of travel insurance is a condition of entry to the retreat.

6. If there are teacher cancellations or other situations beyond our control, yourheartconnected.com, Reconnect Bali 2023 Retreat, reserves the right to change bookings and shall inform the guest as soon as possible. Alternative arrangements will be offered but we do not accept responsibility for any costs incurred, including airfare.
7. Yourheartconnected.com, Reconnect Bali 2023 Retreat, is not held liable for flight costs. Cancel for Any Reason, Travel insurance is highly recommended. We are not responsible for flight cancellations, volcanic eruptions, epidemics, pandemics, force majeure, or other acts of nature. It is your responsibility to obtain the proper insurance at the time you purchase your flight. It is easy and inexpensive.
8. Yourheartconnected.com, Reconnect Bali 2023 Retreat, reserves the right to offer discretionary discounts and this does not affect the status of any guests who have paid the full price and no discount will then become due to them.
9. The guest shall not use the retreat property except for permitted use and shall not use the property for any offensive, noisy, dangerous, illegal, entertainment, immoral or improper purposes. The guest shall not do anything which may be a nuisance or annoyance to the retreat property's guests, staff or owners.
10. The guest shall keep all the retreat properties fixtures, fittings, furniture and effects in a clean and good condition and shall replace any articles which are destroyed or missing with articles of a similar kind and of equal value.
11. Yourheartconnected.com, Reconnect Bali 2023 Retreat, reserves the right at its sole discretion to terminate use of the property or any of its facilities by the guest in the event of any breach of these terms and conditions or if the guest is experiencing Covid related symptoms. The guest will be required to vacate the property and yourheartconnected.com, Reconnect Bali 2023 Retreat, shall not refund payment or accept any consequential liability damages or loss.
12. It is the guest's responsibility to ensure you have all the relevant travel documentation – including passport and visa – and arrives at the airport in time to catch your flight. Not all countries are granted a visa on arrival. Please be sure to check your individual status for visas, passports and all travel documents.
13. Yourheartconnected.com, Reconnect Bali 2023 Retreat, can accept no responsibility for delay or cancellation of any flights, train, buses or other forms of transport.
14. In the event that the guest decides to downgrade their accommodation after monies have been paid, the guest will not be entitled to any refund. If the guest wishes to upgrade the new price will apply if available.
15. The guest must comply fully with all and any health and safety regulations introduced by yourheartconnected.com, Reconnect Bali 2023 Retreat. The guest must ensure that she is

medically and physically fit and able to use our facilities and participate in activities and are free from Covid related symptoms. Guests who have injuries or illnesses are advised to seek doctor's advice if practising yoga.

Yourheartconnected.com, Reconnect Bali 2023 Retreat, is not liable for any injuries to the guest in her use of our facilities or participation in activities including contracting Covid-19. A guest must always stop and rest if she is feeling any pain or sickness and inform the teacher of any previous injuries. Please consult your physician as to any recommended vaccinations, medications or other indications. Masks are optional. If a guest chooses not to wear a mask or take necessary precautions, yourheartconnected.com, Reconnect Bali 2023 Retreat, can not be responsible.

16. Yourheartconnected.com, Reconnect Bali 2023 Retreat, cannot accept any responsibility for loss or damage of personal possessions or valuables of the guest.

17. Yourheartconnected.com, Reconnect Bali 2023 Retreat shall not be liable for any failures beyond its control. This covers natural disasters, volcanic eruptions, war, 'acts of God', closure of airports, pandemics, civil strife, accidents, or failure to perform by third parties, including suppliers and subcontractors.

18. Yourheartconnected.com, Reconnect Bali 2023 Retreat accepts no liability for loss, damage, injury or illnesses which may be received during the guest's stay or traveling to and from the retreat venue.

19. We require all guests to have adequate travel, cancellation and medical insurance for the duration of the trip. This is a condition of attendance. We are not responsible for flight cancellations, volcanic eruptions, or other acts of nature. It is your responsibility to obtain insurance at the time you purchase your flight. It is easy and inexpensive.

20. Yourheartconnected.com, Reconnect Bali 2023 Retreat is committed to the safety of all its guests, though guests must acknowledge and assume the risks involved in all travel. yourheartconnected.com, Reconnect Bali 2023 Retreat is not responsible for any unexpected occurrences, including those rendered by weather, political conditions, local infrastructure, wildlife or acts of God. And shall not be responsible for any injuries, losses or damages in connection with accommodations, other facilities at the resort, ground transportation, diseases, local laws, climatic conditions, Acts of God, delays, changes or cancellation of travel due to weather conditions, accidents or health related problems while residing at the retreat resort and while in-transit to (e.g., an accident on an excursion), during, and after an excursion. It is the guest's responsibility to obtain appropriate insurance coverage against these risks.

21. If the guest chooses to leave before the end of the retreat or reservation, yourheartconnected.com, Reconnect Bali 2023 Retreat will not refund the guest.

22. The guest must make yourheartconnected.com, Reconnect Bali 2023 Retreat aware at the time of booking any pre-existing medical conditions, food allergies, or if you are taking any medication. If you do not make yourheartconnected.com, Reconnect Bali 2023 Retreat aware of these at the time of booking, yourheartconnected.com, Reconnect Bali 2023 Retreat will not be held responsible for any health issues that arise from possible contra-indications.

23. Please take extra care during your stay when using the pools as they may have open drops from the pool edge. Your use of the pools is your responsibility and is at your own risk. You acknowledge that we will not be held liable for any accident or injury incurred whilst using the pools. This also applies to bridges, walkways, balconies, patios, etc.

24. Most meals and activities are included in your retreat but the price of your stay may not include activities for example cycle hire, beauty treatments, extra spa treatments, additional meals and beverages and other activities. Additional charges and different bookings arrangements may apply. These extra expenses can be paid at check out at the retreat venue.

25. Wireless Internet access, where available, is not guaranteed and is provided subject to third party terms and conditions, which are available when accessing the system. The facility is not subject to any particular security/filtering measures and requires continuous parental supervision when used by children. We reserve the right to disclose your details to our internet service provider if we discover that you or a member of your party illegally downloaded content from the internet or otherwise engaged in unlawful activity whilst using this facility.

26. The guest must accept that minor differences between text / photograph / illustrations in the marketing materials and on the website and the features of the actual property may arise. Yourheartconnected.com, Reconnect Bali 2023 Retreat cannot accept responsibility should the property not conform to the guest's standards. If a facility is particularly important to you, please check with us prior to the confirmation of your booking.

27. Features, facilities or services referred to in any promotional literature or on the website are subject to availability and may be supplied by third parties. You use these services, features and facilities at your own risk and yourheartconnected.com, Reconnect Bali 2023 Retreat shall have no responsibility for loss, damage or injury in relation to any services, features or facilities provided or supplied by third parties.

28. By joining yourheartconnected.com, Reconnect Bali 2023 Retreat, you consent to photography, audio recording, video recording and its/their release, publication, exhibition, or reproduction to be used for promotional purposes, advertising, and inclusion on our websites.

29. Foreigners entering Indonesia must have a valid Passport expiring more than six months following the departure date from Indonesia and have an outgoing ticket.

30. Absolutely no illegal drugs or weapons. Indonesia has extremely stringent laws regarding illegal drugs and the punishments are extremely severe and include the death penalty. Please take this warning very seriously.

31. These terms and conditions shall be governed by Indonesian Law and the parties consent to the exclusive jurisdiction of the Indonesian courts in all matters regarding them. Persons not adhering to the above rules may be fined and possibly asked to vacate the premises and not receive a refund.

32. Women who are menstruating are unable to participate in Balinese purification rituals, enter temples, or work with Balinese healers.

33. SPECIAL COVID PROTECTION MEASURES In the spirit of protecting the health and safety of our guests and the resort staff, yourheartconnected.com, Reconnect Bali 2023 Retreat reserves the right to deny entry to anyone showing symptoms, fever, or other indication of possible COVID-19 infection. Should a guest exhibit symptoms or record a fever, they will be asked to observe isolation rules. They are permitted to return after showing a negative test result from an approved facility or hospital. If the guest is unable to return for the duration of their stay, they must invoke their travel insurance.

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COMPLIANCE

Privacy Policy [\[insert link to Privacy Policy\]](#)

RESERVATIONS

Reserve a spot on our Upcoming Retreat here: yourheartconnected.com