

What happens if I need to cancel my booking?

Our Cancellation policy.

Sometimes personal circumstances can change in life and this can effect our commitments. We all know and understand this. Because this can happen we believe it is helpful to have a clear policy that guides and informs both you and ourselves where it may affect one of our activities that you have booked onto.

Please read through the following so that you understand our cancellation policy before making a booking onto any workshop, course, group journey or event.

To secure a place on any workshop payment must be made, without payment your place is not reserved

Deposits:

Paying the advertised and agreed deposit secures your place on any event. Paying deposits upfront and by the due date helps participants anchor their commitment in attending and also ensures that the activity can go ahead. It is a way of guaranteeing that you will be there for the activity and also that the activity will be there for you. It also helps us to keep our costs down which means that we can pass on these savings to you and everyone booking onto workshops, classes and group journeys with us.

Non refundable deposits:

Deposits are paid and accepted on the basis that they are non refundable, unless the activity is cancelled by ourselves.

Payment Returns:

This applies to payments due after the payment of deposits are made and your booking onto an activity is confirmed by ourselves.

Cancelling your place on an activity up to 8 weeks before the start date:
50% of the remaining fee still applies

Cancelling your place on an activity up to 4 weeks before the start date:
75% of the remaining fee still applies

Cancelling your place on an activity up to 2 weeks before the start date:
100% of the remaining fee still applies

This policy has been established to help us to continue to create our program of events and keep the costs to you as affordable as possible.

We hope that our policy serves to bring clarity to the relationship that exists between us as the organisers, hosts and providers of activities and yourselves as the participants. This enables us to continue to provide the activities that we do, running them as well as possible, so that you get the greatest from them that is possible for you. This, we hope will enable as many people as possible to have access to our programs and to strengthen the commitment and relationship between all parties, bringing greater clarity and fairness into our relationships.

Cancellation of any activity on our part:

If an activity that you have booked onto is cancelled by ourselves we will contact you to let you know. We do not anticipate this when advertising activities, however there are some situations where this might conceivably happen.

In circumstances such as these we might invite you to rebook when the activity is rearranged, or offer a refund of your payments.

Unfortunately, in such a situation we are not in a position to offer refunds against travel costs or other similar expenses.

Individual 1:1 Shamanic Healing Sessions:

Separate criteria for cancellation in respect of arranged Shamanic Healing sessions apply. Please ask for details or check on our website.

Thank you for your time in reading this document.