

GROUP RETREAT TIMETABLE PULLOUT

GAIA HOUSE TERMS AND CONDITIONS

Please ensure that you have read all the terms and conditions

Your Commitment to your retreat:

We ask that all those who attend a retreat at Gaia House commit to attending the entire retreat. If for any unexpected or urgent reasons you are unable to do so, please discuss with your teacher and inform a coordinator.

Deposit and Payment Information

Remember: ALL retreats must be paid for in full one month prior to the start of your retreat.

Weekend retreats i.e. 3 days or less must be paid for in full at time of booking but 4 days and more you pay a £70 deposit to secure your place. Please take note of when your balance is due.

For personal retreats a deposit of £70 will be required at the time of booking with the balance due one month before your start date. All work retreats must be paid for in full at time of booking.

If you have not settled your balance by the due date, and the retreat is full, please be aware your place may be cancelled, and offered to a person on the waiting list.

Cancellations and Refunds

If you cancel more than one month in advance of the start of your retreat, a £40 cancellation fee will be taken. £10 is applied as an administration fee and the balance will be placed in the Retreatant Support Fund (RSF). Any remainder will be refunded.

Cancellation of a retreat 15-29 days prior to the start will incur a £70 fee and cancellation of a retreat less than 14 days prior to the start will incur the loss of the full amount paid.

Cancellation of Sponsor Rate booking

If you choose to book and pay the sponsor rate for a group retreat, you have made a direct donation to the RSF. In the case of a cancellation any refund will be based on the standard cost of the retreat.

Refunds have to be checked and authorised by our finance department, and can take up to 5 working days to be processed.

Please note that cancellations can only be accepted from the named retreatant and not by third parties. Cancellations can be received by telephone or email.

Transfers

Transferring payments or deposits from one retreat to another are not possible due to administrative complications. Unfortunately, if you wish to change a retreat booking, you need to cancel the old one and rebook the new one. Normal cancellation fees apply.

Single Rooms at Gaia House

During group retreats accommodation is mainly in shared rooms. A very limited number of single rooms are available, and priority is given to the elderly or people with severe medical conditions. Requests for single rooms need to be made at time of booking and cannot be guaranteed.

We regret we are unable to meet requests for single rooms that are made on the opening day of retreats.

Changes to your booking

Once your booking has been confirmed we ask that you only make changes if absolutely necessary. If you are changing dates an administration fee may be applied at our discretion. If you wish to change to a completely different retreat, this will be viewed as a cancellation and rebooking and cancellation fees will be applied as per our cancellation policy. Please ensure that you are clear about your dates and retreat costs before you book online.

Overseas Payments

If you live overseas and do not have a credit card, a direct bank transfer may be possible. Please contact our Finance team before you book any retreat or make any arrangements. Banking fees will also need to be applied and they can sometimes be extremely high and more than the cost of your original payment. Finance can be contacted on finance@gaiahouse.co.uk.

Retreatant Travel Costs

Please do not make any provision for flights, tickets, etc. until you have received confirmation that a place has been reserved for you. Gaia House cannot be held liable for the cost of any arrangements you have made if your place has not been confirmed.

Retreat Application Form

The information held on your Retreat Application Form must be kept up to date and if there are any changes it will require a teacher to re-approve your application.

Food Policy

Gaia House offers a healthy, balanced vegetarian diet that may include eggs and dairy produce. Vegan, non dairy and non wheat options are provided for those who specify. A 'simple diet' of a grain, steamed vegetables and plain pulses or tofu is provided at lunch for those who cannot eat the main meal, or who prefer to eat simply. The 'simple diet' is intended to meet the nutritional needs of retreatants whilst being as plain as possible.

Gaia House cannot provide for individual dietary needs which differ from the stated simple diet.

Food Allergy/Sensitivity: Whilst cooks will endeavour to label any 'problem' ingredients, we cannot guarantee to do so. Retreatants with a severe allergy should have the simple diet at lunch. We cannot label the ingredients of 'left over' soups at tea time.

Room Cleaning

All retreatants are asked to clean their own rooms on the day of their departure.

We are not able to store meat or fish on the premises.

If you take any supplements as a regular part of your diet, please ensure to bring these with you for the length of your retreat.

Gaia House is not able to do shopping trips for retreatants for personal preferences of food. If there is a medical necessity, then personal supplies may be brought to Gaia House, but only as agreed with the Kitchen Coordinators before you book your retreat.

If you have concerns that your needs cannot be met through the stated policy, please get in touch with Reception before booking on info@gaiahouse.co.uk or 01626 333613.

Camping at Gaia House

During the summer months Gaia House offers a few camping places for those attending our group retreats only, and these places are offered at a further reduced rate. We do point out that on full retreats, if there is poor weather, we are unable to accommodate campers in the house. For information and prices please contact Reception.

Charges and Teachings

In the tradition of the Buddha the teachings at Gaia House are offered freely by the teachers. At the end of each retreat donations (dana) to support the teacher(s) are invited. The charges only cover the costs of running the house and organising the retreats. For further information about Dana and Generosity please refer to page 34 of the programme and search Dana/Generosity via the website.

Access for People with Disabilities

We welcome people with disabilities. Gaia House is a rambling old house, with the ground floor of the house accessible for people in wheelchairs and those with restricted mobility. If you have any mobility needs please ensure you discuss these with Reception when you book your retreat. Our reception team will be happy to give you information about the house and discuss your needs whilst on retreat. A carer may stay free of charge to support a retreatant who needs personal care.