

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.

Deposits and Payment Information

To secure a place on a weekend retreat (i.e. of 3 days or less) or a work retreat payment must be made in full at the time of booking.

For personal retreats and retreats of 4 days or more a deposit of £70 is required at the time of booking to secure your place.

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

Please take note of when your balance is due. 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. You will be refunded the difference.

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.

Where a cancellation fee applies £10 is taken as an administration fee and the remaining balance will be placed in the Retreatant Support Fund (RSF).

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 Retreatant Support Fund. 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.

Transferring a booking

Transferring payments or deposits from one retreat to another is 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.

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.

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 money you pay for each retreat enables us to look after you while you are here, to cover teacher travel expenses and to manage the retreat centre in a sustainable way, but teachers are not paid by us. For further information about Dana and Generosity please refer to page 30.

Retreatant Travel Costs

Please do not make any flight or train ticket bookings 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.

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 dish, 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 does not have the capacity to cater for individual dietary needs which differ from the stated simple diet.

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 333 613.

Kitchen Note

Whilst our 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.

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.

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 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.

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 the time of booking and cannot be guaranteed.

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

Room Cleaning

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

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 before 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.

Hearing Loop Facility

We have a hearing loop facility in the Meditation Hall which is compatible with hearing aids.