

# Terms & Conditions

(Updated 2024)

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**Through making a booking with NUKA, you hereby acknowledge and understand that an agreement has been entered by you and NUKA, that you have read and understood the following terms and conditions fully.**

## DEFINITIONS

“You” refers to the guest booking a NUKA retreat

“We” refers to NUKA

“Retreat” refers to The New Perspective Retreat.

## RETREAT REQUIREMENTS

- You must have active and valid travel insurance.
  - You must meet Senegal entry requirements at the time of travel.
  - You must have a valid passport and be fit mentally and physically to travel abroad.
  - You must be 18+ years of age.
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## Payment terms

As the first Retreat, we are restricted on time, therefore are not able to offer payment plans. There is one option to pay for the Retreat: deposit and full payment.

**Deposit:** On the day of your booking, 20% of the Retreat price will be taken as the deposit payment. After you have paid the deposit, you have reserved a spot in our upcoming retreat - but this does not mean your spot is fully confirmed or guaranteed.

**Full Payment:** 30 days later, the remaining amount of the retreat price will be required.

- An invoice will be issued and sent to you upon booking via email. A reminder for the rest of the payment will be sent via email when it is due. Please note that it is up till the completion of full payment that validates your spot in the Retreat.
- If your booking is made within less than 30 days before the retreat date, you will be required to submit the full payment amount to sign up.
- If the final balance is not received by the stated due date, NUKA reserves the right to treat your booking as canceled and release your spot to the next guest on our waiting list. Please note, your deposit is non-refundable.

The price includes what is listed on the package and itinerary, including accommodation, specified meals and activities. This price does not include your travel to and from the Retreat and your own insurance packs.

## **Client Cancellation / Refund policy**

We understand that unexpected events can happen that affect your plans, however as this is our first Retreat and are restricted on time, we are not able to offer refunds. Please ensure you obtain travel insurance that covers cancellations.

Once the Retreat has started, no refund or part-refund will be repaid in the event of cancellation or non-attendance. There are also no refunds for late arrival / early departure / any unused portion of the Retreat.

## **NUKA Cancellation policy**

We never want to cancel a retreat. However, sometimes acts of God do happen. If NUKA needs to cancel this Retreat for any reason, your full Retreat payment will be transferred to the next possible retreat or refunded to you. Please note flights are not included in the Retreat and therefore will not be refunded by NUKA.

## **Travel/health insurance**

To join the Retreat you must have valid travel (health) insurance. You will be required to send NUKA proof of your valid travel/health insurance before joining the Retreat. Please be sure that your insurance policy covers you for all relevant activities you will be engaging in on your Retreat & trip cancellation.

As unexpected things can happen, we recommend purchasing travel cancellation insurance once you have booked your NUKA retreat. NUKA shall not be held liable for any consequences arising from delays or cancellations in any of the travel companies you may have made arrangements with, or for any irregularities in your documentation required for travel.

NUKA does not assume responsibility for accidents or deaths linked to the participants' negligence, acts of third parties or circumstances such as natural occurrences, extreme weather or similar causes.

## **Medical conditions**

You must inform us of any medical/ mental/ physical conditions, pregnancy, disability, current medication - which could affect your fitness to travel or your state/ participation throughout this Retreat.

## **Dietary requirements**

For those with special dietary requirements, please ensure this was communicated on your application form and if not email us at [nukaretreat@gmail.com](mailto:nukaretreat@gmail.com). We will liaise with the

accommodation and relevant restaurants to meet your requests at our very best, yet NUKA is not liable to provide for all requests raised.

We disclaim all liability for any injuries, illnesses, or adverse reactions resulting from the consumption, preparation, or handling of food provided by or through our services. Users assume full responsibility for ensuring that any food items are safe for consumption and meet their individual dietary needs and restrictions.

## **Code of Conduct and Zero-Tolerance Policy**

Our company maintains a zero-tolerance policy towards rude, abusive, or disrespectful behavior in any form. We reserve the right to take immediate and appropriate action, including suspension or termination of services, if a user engages in such conduct. We are committed to fostering a safe and respectful environment for all our users, and we expect all interactions to reflect this standard.

## **Exceptions to female-only environment**

Whilst this NUKA Retreat is a women's only Retreat, there will be male staff and presence in circumstances, locations or workshops. Please be aware the entirety of these venues is not booked by - or exclusive for NUKA only, hence inevitably other males could be present from a distance.

## **Photography / Filming / Content Creation**

You may be photographed or filmed in group activities throughout the Retreat, for our use in marketing materials, our website or social media. If you do not consent to be included and featured in these images / videos, please email us before the retreat. Otherwise your permission is granted to NUKA to perpetual and world wide use of such images or videos on public platforms and promotional purposes.

## **Amendment / Changes**

NUKA reserves the right to make changes to services, terms and conditions at any time without prior notice. We will inform and update all guests throughout the Retreat on any amended itineraries, timings or classes.

We began planning all Retreat details as offered months in advance hence we reserve such right to amend activities at any time given major circumstances such as weather conditions, strikes, accidents or other causes.

## **Passports, Visas and Health Documents**

It is your responsibility to ensure that you are in possession of all essential travel and health documents before departure. We regret we cannot accept liability if you are refused entry onto any transport or into any country due to failure on your part to carry correct documentation. NUKA is not liable for failure to have any necessary travel or other documents results in fines, surcharges or other financial penalty

**Passport Copy Requirement:** Guests are required to provide a copy of their valid passport for villa registration purposes. All passport copies must be submitted to us prior to departure. By booking with us, you agree to submit the required documentation within the specified timeframe to ensure a smooth and hassle-free experience.

**Data Protection and Privacy**

NUKA will use your respective personal information (Name, contact information, region, age, health conditions, special/ dietary requirements etc.) for general planning of the retreat but will not share with third parties.

On payment of your deposit, you agree to NUKA's terms and conditions.