

## **Acceptance of Booking**

I will confirm acceptance of your booking to the email address supplied on your booking form, please ensure [hannah@hannahmedium.co.uk](mailto:hannah@hannahmedium.co.uk) & [info@hannahmedium.co.uk](mailto:info@hannahmedium.co.uk) are on your safe senders list so you receive the emails.

£100 deposit payable upon booking. If you change your mind within 14 days of the date of payment you can request a full refund. After this date your deposit and any monies paid are non refundable.

## **Payment Schedule**

**£100 payable upon booking**

**Balance due by 01/06/2024**

Upon booking you will be sent the details to pay by instalments – you will need to make a bank transfer or set up a standing order.

## **Final Payment**

For this retreat, the payment of the final balance payment is due by 01/06/2024

If the final balance is not received by the due date, then your booking cannot be guaranteed, and I reserve the right to cancel your booking and forfeit your deposit.

£100 deposit payable upon booking. If you change your mind within 14 days of the date of payment you can request a full refund. After this date your deposit and any monies paid are non refundable

## **CANCELLATION / RESCHEDULE BY Hannah Macintyre Clairvoyant Medium**

HM reserves the right to cancel or reschedule any trip for any reason, but will not cancel a retreat less than 90 days before departure except for Force Majeure, pandemic, war, civil unrest or other unusual or unforeseen circumstances outside the HM's control. When a tour is cancelled by HM before the agreed date of departure for any reason other than the fault of the Client, you have a number of options:

- Accept the retreat's new dates for which it was rescheduled
- Transfer your deposit to another retreat taking place within the next 12 months
- Keep your retreat payments as credit (never expires) to apply to any future retreat
- Request a refund you less any credit card processing fees, cancellation fees, and none refundable deposits we paid to local suppliers on your behalf. Please do not request a chargeback from your credit card company. We will work with you process your refund in a timely manner.

HM is not responsible for any incidental expenses or consequential losses that the Client may have incurred as a result of the booking such as visas, vaccinations, non-refundable flights or rail, non-refundable car parking or other fees, loss of earnings, or loss of enjoyment, etc. If the Client is offered a refund but requests an alternate retreat of a higher value than that originally booked, then the Client must pay the difference in price.

## **AIRFARE**

HM retreats do not include national or international airfare. You are responsible for your airfare and are responsible for any non-refundable expenses you incur in the event we cancel a retreat (generally not less than 90 days before it begins). We highly recommend you purchase travel insurance for all your travel expenses.

## **TRAVEL + HEALTH INSURANCE**

HM highly recommends you obtain travel medical insurance. It is strongly recommended the coverage be extended to include cancellation, curtailment, and all other expenses that might arise as a result of loss, damage, injury, delay or inconvenience that may occur during travel.

## **EVACUATION PROCEDURES AND COSTS**

HM'S decisions will at all times be final on all matters likely to affect the safety and well-being of the retreat. We reserve the right to prohibit any guest from continuing on a trip with no right of refund if, in our opinion, that guest's actions pose a threat to the safety of others, to the wildlife, themselves, or if the guest's

actions and/or behaviours are harming the enjoyment of the trip for others. This includes situations in which you suspect you may have a contagious illness that could infect other guests

#### SUPPLIERS + INDEPENDENT CONTRACTORS

Some elements of a HM Retreat are provided by local suppliers who may themselves engage the services of local operators and/or sub-contractors. We at all times endeavour to appoint reputable and competent local suppliers, though we cannot guarantee a certain standard of service quality or performance as these contractors are outside our direct control.

#### RETREAT ITINERARY CHANGES

HM reserves the right to alter retreat programs and itineraries due to weather, road conditions, local circumstances or events, which may include mechanical breakdown, flight cancellations, illness, strikes, political disputes, weather, and other unforeseeable factors. This includes changes or cancellation of planned runs and any other aspect of the retreat itinerary to ensure the safety of our clients and staff. We accept no responsibility for losses, expenses due to delays, changes of flights or other services because of strikes, accidents, sickness, damage, negligence, weather, war, changes in schedules or other similar causes. HM and its partners do not assume responsibility for accidents or deaths that can be traced to the participants' negligence, acts of third parties or exterior circumstances such as weather, natural occurrences, war or other similar causes.

In the event a client elects to not participate in any part of the retreat itinerary, the client is not entitled to any refund.

#### SAFETY + TRIP ENJOYMENT

HM reserves the right to prohibit any Client from continuing on the retreat, or participating in any activities, with no right of refund if, in our opinion, that Client's actions pose a threat to their own safety or that of others, or seriously jeopardizes the enjoyment of the other participants. The decision of HM or representative will at all times be final on all matters likely to affect the safety and well-being of the trip.

#### HEALTH + FITNESS

If you are affected by any condition, medical or otherwise, that might affect your or other people's enjoyment of the retreat, you must advise us of this at the time of booking. If your health or fitness changes between the time of booking and the retreat date, you must notify us ([readingsandreiki@outlook.com](mailto:readingsandreiki@outlook.com)) of these changes before the retreat starts.

#### PHOTOGRAPHY

Please do not take any photos of members of the retreat without their explicit permission.

In the course of participation in a retreat, photos or video may be taken by HM. These images may be used in any HM materials, website, Facebook, etc., unless you specifically request that we not use any material in which your image is depicted. Otherwise, you agree to allow us to perpetual, royalty-free, worldwide, irrevocable license to use such images for publicity and promotional purposes.

#### CLAIMS + COMPLAINTS

If you have a complaint, please first inform Hannah at the earliest opportunity to allow the grievance to be rectified. If satisfaction is not reached, contact us ([readingsandreiki@outlook.com](mailto:readingsandreiki@outlook.com)) while on retreat in order to give us the opportunity to rectify the matter. Failure to indicate dissatisfaction during the retreat will result in your ability to claim compensation from us being extinguished or at least reduced. If satisfaction is still not reached through these means on retreat then any further complaint must be put in writing us within 15 days of the end of the trip.

#### READING RULES

You are not, under any circumstances, allowed to offer readings (card or spirit connection) or healing to any guest at the retreat. Work of this nature may only take place with HM present in the assigned workshop spaces.