

Terms and Conditions for all Retreats / Residentials in the UK and worldwide:



Booking Requirements

You will need to fill in a booking form and a deposit of £200 is required to secure your place. This is non-refundable unless your place can be subsequently filled by someone else.

Full payment for the retreat / residential is due one month before it begins. Cost can be paid in arranged instalments if required. Please also see refund policy below.

Retreat fees include: accommodation in shared or single rooms (extra cost may be added for single occupancy). Rooms are as described in the specific retreat residential information, all training in Yoga or other activity, meals as indicated in each retreat description.

Not included: transport to and from venues or countries, vaccinations, insurance, airport to venue transit costs although Inner Fire can help organise this)

Photos: Photos may be taken of you during classes and excursions. Unless you express otherwise, these photos will remain the property of Inner Fire and may be used for marketing future courses.

Refund Policy

Your £200 deposit for the retreat is non-refundable unless your place can be filled or under exceptional circumstances at the discretion of Inner Fire. Deposit must be paid by bank transfer, cheque or cash within 7 days of returning the booking form.

Full payment must be made one month before the start of the retreat / residential unless a prior arrangement has been agreed with Inner Fire.

If you decide to withdraw from the retreat / residential BEFORE it has started the following refunds apply:

One month or more before it starts: full refund of any monies paid minus deposit.

Less than one month before it starts: 50% of monies paid minus deposit unless your place can be filled.

Once the retreat / residential has started there will be no refunds given except in exceptional circumstances at the discretion of Inner Fire.

Any intention of cancellation / withdrawal must be made in writing (email) to deyna@innerfire.org.uk with full declaration of reasons.

If Inner Fire is obliged to cancel a retreat / residential for any reason, a full refund of fees + deposit will be given to all people who have booked and paid. Once the retreat / residential has started if the Lead trainer needs to withdraw due to unforeseen circumstances, the retreat / residential will continue with a suitably qualified alternative trainer, teacher or organiser. If this is not possible remuneration will be given according to the number of days for which the retreat / residential has run.

Complaints Procedure

In the event of dissatisfaction at any stage of the retreat / residential the following steps will be taken to resolve issues:

Step 1: Verbally inform the Lead trainer of any concerns that arise to see if a simple resolution is possible.

Step 2: If nothing changes, inform the Lead trainer in writing of your complaint. This will be acknowledged within 2 working days with any further suggestions for resolution. If the issue is more complex an initial response will be offered in 2 working days with a full response in 7 working days.

Step 3: If necessary an internal third party (within the group) can be involved to facilitate any agreed changes.
Step 4: If no resolution can be reached between the parties concerned a formal meeting will be arranged. The complainant and defendant can bring an outside advocate for support and full reference will be made to legal documents and policies described here.

In the event of complaint about any residential accommodation and catering, the steps are as follows:

Step 1: Verbally inform the Lead trainer of any concerns that arise to see if a simple resolution is possible.

Step 2: Inform the accommodation / catering provider of your complaint to give them opportunity to resolve the issue.

Step 3: Inform both the Lead trainer AND the accommodation / catering provider of your complaint in writing (email is sufficient)

Step 4: In the event that resolution is still not reached refer to the complaints procedure of the accommodation / catering provider and proceed accordingly.

Although Inner Fire will support reasonable complaints and help broker an early resolution, we cannot be held responsible for any failings in the accommodation / catering service as we are ultimately unable to control any changes to staff, management, catering or other changes.