



Uthan Terms and Conditions

1. Booking

- (a) Bookings are not considered definite until full payment is received.
- (b) No contractual agreement exists between Uthan and the participant until full payment has been cleared.
- (c) Uthan do not store any payment/card details
- (d) Uthan do not share customer details with any 3rd parties.

2. Payment

The price is the exact amount to be received by us in British Pounds irrespective of fluctuations in currency and irrespective of any third-party transfer charges. If you choose to pay by electronic transfer, please instruct your bank to charge all costs to you in order to avoid a shortfall in the amount that we receive. Please follow the instructions on the website carefully to ensure that you secure your place.

3. Accommodation

- (a) Uthan will allocate rooms to participants of the same sex, unless special arrangements are made.
- (b) Some rooms have built-in storage space or wardrobes. Uthan cannot guarantee wardrobe space to anyone.

4. Travel Arrangements

Unless pre-arranged with Uthan, all travel arrangements are the responsibility of the participant and at your own cost. Uthan shall not be held liable for any consequences arising from delays or cancellations for any part of a participants travel that is not been arranged directly with Uthan.

5. Travel Insurance

If you have individual travel insurance it is advisable you have your policy details available. Uthan do not cover individuals for any insurance losses during the retreat. It is recommended a policy covers the activity of the retreat as well as unexpected cancellation, sickness, losses and all the usual risks. You should bring the policy with you in case of an emergency, or provide it to an Uthan representative if you are under 18.

6. Your Health

- (a) You must report any injuries immediately to the organisers and to be mindful at all times of your own body's capability during the retreat. If you experience any injury or discomfort during any

activity during the retreat, then you must stop and consult an Uthan representative immediately.

(b) It is also your (guardians) responsibility to consult a doctor before booking a place on the retreat if you feel you have any health condition that may affect your well-being during the retreat.

(c) Please advise Uthan of any mental or physical health conditions and dietary requirements before booking. If you have health conditions and dietary requirements that may be affected by the activities offered on Uthan retreats, Uthan reserve the right to advise you to desist and in the interests of your wellbeing, or others, Uthan may decline your stay at the retreat. If you do not advise us of your health conditions and dietary requirements Uthan reserve the right to cancel your booking and your payment is forfeit.

(d) Whilst all measures are taken to ensure a high standard of health and safety, retreats are usually situated in the countryside where the land is uneven and Uthan shall not be responsible for any injuries caused by uneven terrain.

(e) Uthan will have first aid trained personnel and a designated Safeguarding and Child protection lead at the retreat. If it is required the designated safeguarding personnel may make a decision to escalate any concerns with the relevant authorities if it is deemed appropriate. At all times however every attempt will be made to communicate to a student over the age of 18 or to contact the parent or guardian named on the booking form if under 18.

It is your (guardians) responsibility to ensure Uthan have details of an emergency contact at all times should there be any need to discuss a sensitive matter that may arise during the retreat.

(f) For these reasons Uthan expect students to adhere to “good code of conduct” practices. Showing respect to all other students irrespective of their beliefs, religion, gender, age, ability and background.

7. Cancellation by you

(a) You (or any member of your party) may cancel your booking at any time, providing that the cancellation is made by the participany and Uthan is notified in writing. Cancellation will take effect the day such notification is received by us. As this incurs administrative costs, returned payments are subject to a £50 pound handling charge and in addition, if such cancellation is made within less than 40 days before the start of the retreat, Uthan will retain 100% of the cost of the retreat. However, if another person can be found to take your place, then Uthan may offer you a 50% refund at Uthan’s discretion.

(b) Refunds and returned payments are normally settled within 10 working days of the date of cancellation. Otherwise, once a booking has been accepted no payment is refundable unless the retreat is cancelled. Once the retreat has begun, no refund or part refund or unused portion of the retreat will be repaid in the event of cancellation by you.

(c) Bookings are for the stated period of the retreat. There are no refunds for an unused portion of the retreat. If the reason for cancellation is covered under the terms of your Insurance Policy, you may be able to make a claim on your insurance.

8. Amendments by us

Occasionally, changes may have to be made (e.g., teacher, class times or other arrangements), which Uthan reserve the right to do at any time. If your accommodation has to be changed, Uthan will do the utmost to provide suitable accommodation of a similar standard. If a significant change becomes necessary, Uthan will inform you as soon as reasonably possible if there is time before your departure.

9. Cancellation by us

Uthan reserve the right in any circumstances to cancel a retreat, in which case Uthan will offer a full refund of all monies paid within 10 working days. In particular, Uthan retreats require a minimum number of at least 50% of the participants to have booked 28 days before the start date. If this minimum number is not reached by that date Uthan may cancel and refund the money to you.

10. Uthan's liability to you

(a) Uthan accept responsibility for ensuring that the retreats are supplied as described and that the services Uthan are contractually obliged to provide are to a reasonable standard.

(b) Uthan do not accept any liability for cancellations, delays or changes caused by war, threat of war, terrorist actions or threats, closure of airports, civil strife, industrial action, natural disaster, technical problems to transport, staff cancellations, unforeseen changes in your personal circumstances or other events beyond our control.

(c) Uthan are not liable for any injuries you may incur. Uthan are not liable for any medical or psychiatric conditions, which may develop during or subsequent to the retreat. Uthan are not liable for loss of, or damage to, your personal property.

11. Group Bookings

Where a booking is made on behalf of several individuals, the booking is conditional on the person(s) paying, having pre-authorisation from all the individuals named on the booking form. The terms of this contract will apply to each individual member of the group, and not as a group.

12. No Liability for possessions

It is your responsibility to ensure that your possessions are kept safe at all times. This includes hire cars or other hired equipment.

13. Complaints

If you have a problem during your retreat, please inform an Uthan representative immediately so that the organiser can address the issue(s) and improve the situation. Please note that Uthan cannot guarantee the proportion of male/female guests in any group, and Uthan cannot be responsible for the individual behaviour of any group member or other guest sharing your accommodation.

14. Legal Disclaimer

The information contained in this Site is for general guidance on matters of interest only. Given the changing nature of laws, rules and regulations, and the inherent hazards of electronic communication, there may be delays, omissions or inaccuracies in information contained in this Site. Accordingly, the information on this Site is provided with the understanding that the authors and publishers are not herein engaged in rendering professional advice and services. As such, it should not be used as a substitute for consultation with professionals or other competent advisers. Before making any decision or taking any action, you should consult someone at Uthan.

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All information in this Site is provided "as is", with no guarantee of completeness, accuracy, timeliness or of the results obtained from the use of this information, and without warranty of any kind, express or implied, including, but not limited to warranties of performance, merchantability and fitness for a particular purpose.

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Certain links in this Site connect to other Web Sites maintained by third parties over whom Uthan have no control. Uthan make no representations as to the accuracy or any other aspect of information contained in other Web Sites.

15. Privacy Policy

Please refer to Uthan's Privacy policy on our website for full details on how Uthan handle data. In summary, Uthan do not store card/bank details, nor do Uthan share customer details with any 3rd parties. Any personal information that you provide to Uthan will be used only for the service you requested. Unless you have completed any forms at your own discretion Uthan do not automatically capture or store personal data from visitors to the site, except to log the user's IP address and session information such as the duration of the visit to the site and the nature of the browser used. This information is used only for administration of the site system and in the compilation of statistics used by Uthan to assess the use of the site. This privacy policy does not cover the links within this site linking to other sites

16. Complaints

Uthan are confident that you will not find cause for concern during your retreat. If you feel that a complaint is warranted you must raise the issue directly with an Uthan representative. If he/she cannot rectify the matter, you must raise the issue by contacting us through our email address, Info@uthan.org.uk