

# General Terms & Conditions – Boho Experience

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## Welcome to Boho Experience.

We create a space where you are invited to slow down, restore, and reconnect with yourself. These terms are here to provide clarity – so you can feel safe and supported, and so we can prepare everything with care and attention.

## 1. Who we are

Boho Experience organises retreats, Ayurvedic programmes and unique stays in a peaceful natural setting.

Bookings for our Ayurvedic retreats are made via: [ayurveda.boho-experience.nl](http://ayurveda.boho-experience.nl).

## 2. Who do these terms apply to?

These terms apply to everyone who books or participates in a programme offered by Boho Experience via [ayurveda.boho-experience.nl](http://ayurveda.boho-experience.nl). By making a booking, you agree to these terms.

## 3. Your booking

- After booking, you will receive a confirmation by email. This confirms your place.
- Our retreats are small-scale and subject to availability.

## 4. Payment

### Booking via the website

- Full payment is required at the time of online booking, ensuring your place is confirmed.

### Booking by email (by arrangement)

If paying the full amount at once does not feel comfortable, you may book by email. In that case:

- A **21% deposit** (the VAT amount) is required upon booking
- The **remaining balance is due no later than 14 days before arrival**

By prior agreement, **partial cash payment upon arrival** may be possible. This must always be arranged in advance, as therapists and treatment schedules are carefully prepared beforehand.

## 5. Cancellation – life happens

We intentionally keep our cancellation policy simple and humane:

- **Free cancellation up to 5 days before arrival**
- **Within 5 days before arrival:** 25% cancellation fee
- **No-show or cancellation on the day of arrival:** full payment remains due

In cases of **demonstrable force majeure**, we always look at the situation personally and with understanding. We believe in fairness and human consideration.

You may always have someone else attend in your place. Please inform us in time so we can adjust accordingly.

### Refunds

✓ Yes. If you cancel within the applicable cancellation period, your payment will be refunded.

## 6. If we have to cancel

If we are required to cancel a retreat or stay (for example due to force majeure or insufficient participants), you will of course receive a full refund of all amounts paid. Unfortunately, we cannot reimburse additional costs such as travel expenses. We appreciate your understanding.

## 7. Your wellbeing comes first

Our programmes are intended to support your wellbeing and personal development. We invite you to listen carefully to your body and mind.

- If you have a medical condition or use medication, please consult with us in advance to determine whether participation is suitable.
- Participation is always at your own responsibility.

## 8. Respect for each other and the place

Our location is a living community where love, calm and connection are central. We ask you to:

- be gentle with yourself and others;
- treat residents, animals, nature and silence with respect;
- avoid causing disturbance.

If participation proves unsuitable or if there is boundary-crossing behaviour, we reserve the right to end your stay or participation early.

## **9. What if something happens?**

- Boho Experience is not liable for personal injury, loss or damage to personal belongings, unless this is clearly due to our negligence.
- We strongly recommend taking out appropriate travel and cancellation insurance, so you can participate with peace of mind.

## **10. Creation & copyright**

All texts, images, programmes and other content provided by Boho Experience are created with care and remain our property. They may not be copied or used for commercial purposes without prior permission.

## **11. Questions or concerns**

If something is not entirely to your satisfaction, please let us know. We believe in open communication and will always seek a solution together.

You can contact us at [info@boho-experience.nl](mailto:info@boho-experience.nl) – we respond with care and attention.

## **12. Final note**

These terms are governed by Dutch law. However, above all, we aim to resolve matters through dialogue, trust and human connection.

With love,

 **The Boho Experience Team**