

Terms & Conditions for Portugal Retreats

By booking and participating in our retreat, you agree to comply with and be bound by the following terms and conditions. Please read them carefully before making your reservation.

1. Company Description

The Company, Brenda Balvers, focuses on retreats, coaching, online programs and workshops within the field of personal development, in the broadest sense.

KVK: 67603149

2. Definitions

Brenda Balvers, the owner of the company Brenda Balvers, who uses these specific terms and conditions for her retreats, is hereinafter referred to as the Contractor. The client who uses the services offered by Brenda Balvers is hereinafter referred to as the Client. The agreement is considered all agreements made between the Client and Contractor about the retreat offered.

2. Voluntary Participation

Taking part in the retreat is completely voluntary. Any practice or exercise offered is a suggestion. It is your own free choice and responsibility to participate or not. Withdrawing from the program does not entitle you to a refund or a replacement class or activity. The Contractor or any co-facilitator will not be liable for processes that will require professional attention after the retreat.

3. Booking and Payment

The Contractor utilizes a Plug-and-Pay payment system.

To secure your booking, a deposit of €500 is required to reserve your spot. The remaining balance must be paid latest 60 days before the retreat's start date. Please note that all retreat payments are non-refundable. We therefore encourage you to ensure that you are fully committed before securing your spot.

Please check the confirmations carefully to ensure that all your booking details are correct. Contact us if your confirmation appears incorrect or incomplete, and we will endeavor to make the necessary changes.

In the event of late payment or default of payment, the Client shall be in default by operation of law, and the Contractor reserves the right to discontinue performance of the agreement with immediate effect. The Client shall also owe statutory interest on the outstanding amount from that time. If the Contractor assigns the claim for collection, the Client will also be liable for the judicial and extrajudicial costs involved in this collection.

4. Cancellation and Refunds

We understand that life can be unpredictable. However, due to the financial commitments involved in organizing a retreat, we are unable to provide refunds on the deposit or any payments made before the date of cancellation.

We strongly recommend arranging travel & cancellation insurance to cover any costs on your behalf.

5. Price for Retreats

The retreat is all-inclusive, except for transportation costs and any 1:1 bookings for bodywork or healing sessions.

Unless otherwise specified, not included are any applicable foreign departure, security, port charges, park fees, customs, immigration, agricultural, passenger facility charges, and international transportation tax. Tips/gratuities to staff, visa fees, baggage and personal insurance, transport to and from the airport or train station, beverages and food not listed under inclusions, and all other items of a personal nature are also not included. You should retain sufficient local currency to pay for all of the above items.

The Contractor reserves the right to amend prices at any time before payment is completed. Once the payment is made, the price is confirmed, and no surcharges will be applied unless changes are made to your arrangements after booking.

6. Changes to the Retreat

The Contractor reserves the right to make any necessary changes to the retreat program, schedule, or accommodation. You will be notified as soon as possible of any significant changes.

7. Circumstances Beyond Our Control (Force Majeure)

In the unlikely event that the Contractor needs to cancel the retreat, you will be offered a full refund, including the deposit, or the option to transfer the deposit to a future retreat.

Exception to this is when there are circumstances beyond the Contractors' control. No responsibility or compensation of any kind can be taken where the Contractor is constrained to make a significant change to your program or cancel your booking due to circumstances beyond Contractors' control. Circumstances beyond Contractors' control are those that cannot be foreseen or avoided, even with due care. These include, but are not limited to, war, riots, civil disturbances, terrorist activity, industrial disputes, natural or nuclear disasters, fire, epidemics, health risks, pandemics, and severe weather conditions.

The Contractor reserves the right to modify or cancel the retreat due to unforeseen events of force majeure, as listed above. Force majeure may also include other unforeseen events beyond her control.

8. Health & Safety

To take proper care of safety during the retreat, it is your responsibility to provide the Contractor with any relevant information on the state of your physical, emotional and mental health. Including medical conditions, dietary requirements, or special needs prior to the retreat. We will do our best to accommodate requests and needs but cannot guarantee that they will be met.

You are also responsible for ensuring you have adequate travel insurance to cover the retreat and any associated risks or unforeseen health issues.

In case of important information lacking, the Contractor and any co-facilitators can NOT be held liable for any unwanted consequences that participation in the retreat has on the participant.

The Contractor reserves the right to refuse participation of a participant in any retreat activity if it is deemed that participation would pose a risk to the participants health or safety. No refund of any nature will be provided in the instance, and activity must be canceled in consideration for your health and safety.

9. Liability

The Contractor or any co-facilitator is not responsible for any loss, damage, or injury sustained by participants during the retreat, including but not limited to loss of personal belongings, personal injury, or health issues.

Participants agree to indemnify and hold harmless the Contractor and its co-facilitators from any claims, demands, or actions arising out of or in connection with their participation in the retreat.

10. Confidentiality

Any personal information shared with the Contractor and the team will be regarded as confidential and will under NO circumstance be shared with any third party. This includes written information shared in forms prior to – as well as verbal information shared during – the retreat. However, within the team we WILL share any information about process, traumas and personal background that are of importance for proper care and safety.

With regards to any information shared by your fellow participants we ask you to handle that with integrity. Meaning that you will NOT share any details about other people's process, names and actions outside the retreat. What happens at the retreat, stays at the retreat.

11. Audio/Video Recordings

In general, mobile or electronic devices are not allowed inside any of the ceremonial spaces. Unless explicitly permitted by the Contractor, participants are not allowed to take photos or videos during sessions. In some cases, we will allow audio recording for personal use, but ONLY when given consent up front from the Contractor.

During the retreat, the Contractor or co-facilitators may take photos or videos for promotional purposes. By agreeing to these Terms & Conditions, you acknowledge and agree that these photos or videos may be used on the Contractor's website and/or social media platforms. If you have specific concerns or prefer not to be included in such media, please communicate this to us before the retreat begins.

12. Privacy

The Contractor respects your privacy and is committed to protecting your personal information. Your details will not be shared with any third party without your consent, except as required by law.

By providing your personal information, you consent to its use in accordance with the Privacy Policy.

13. Governing Law

These terms and conditions are governed by and construed in accordance with the laws of the Dutch rights and any disputes relating to these terms and conditions will be subject to the exclusive jurisdiction of the courts of the Netherlands.

14. Agreement

By booking and participating in a retreat organized by the Contractor, you agree to abide by these terms and conditions.

For any questions or concerns regarding these terms & conditions, please email to connect@brendabalvers.com