# Serene Valley Holistic Therapies Bali Retreat
# Booking Agreement & Acceptance

**Dates:** 21st September 2027, 2:00 pm – 28th September 2027, 12:00 midday
**Location:** Ubud, Bali, Indonesia
**Duration:** 8 Days / 7 Nights
**Organiser:** Serene Valley Holistic Therapies
**Contact:** ness@serenevalleyholistictherapies.com

## 1. Your Bali Retreat Experience

This agreement applies to your booking for the Serene Valley Bali Women's Retreat.
Your retreat includes:

- 7 nights' accommodation in your selected room category.
- 7 breakfasts, a Welcome Dinner and Farewell Dinner.
- 3 facilitated women's circles.
- 4 organised excursions incorporating Balinese culture, sacred ceremonies, wellness and relaxation.
- Transport for included organised excursions.
- Scheduled wellness experiences as advertised.
- 4 post-retreat online gatherings for reflection and integration.

The final published itinerary and inclusions form part of your booking arrangements.
**Not included:** Flights, airport transfers, passports, visas, Bali tourist levy, travel insurance, additional meals and drinks, personal expenses, medical costs and optional activities unless specifically stated.

## 2. Accommodation & Retreat Pricing

All prices are in Australian dollars (AUD), per person.

***Twin Share: $2,600** — two women sharing a room with two single beds.
**Single Room: $3,100** — private room for one woman with large double bed.
**Luxury Private Villa: $4,100** — private villa with extra-large double bed and private pool.
*Twin-share bookings depend on suitable room-sharing arrangements. Individual twin-share bookings are subject to successful roommate matching, and no additional accommodation charge is imposed without agreement. If matching isn't possible, the participant can choose another available room category or receive a full refund. Room preferences and upgrades are subject to availability.

## 3. Booking & Payment

A $400 AUD deposit is required to secure your booking. This forms part of your total retreat price.

Your booking is confirmed only when your completed agreement and payment have been received and Serene Valley Holistic Therapies has accepted your booking in writing.

You may pay the full amount or make instalment payments. Any instalments made towards the final balance may be made up to and including final payment date - 21 July 2027.

Payments are made by direct bank transfer using the instructions supplied after submission. All payments must be received in AUD in cleared funds. Any bank fees, intermediary charges or currency conversion costs are the responsibility of the participant.

If payment is overdue, a reminder and reasonable opportunity to pay will be provided. Continued non-payment may result in cancellation, subject to these terms and applicable law.


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You will be notified in writing by 1 July 2027 whether the retreat has met minimum participant numbers and is proceeding. We recommend that you do not book non-refundable flights or other travel until the retreat is confirmed in writing.

**4. Cancellations & Refunds**

Please consider your booking carefully, as the $400 booking deposit is non-refundable if you choose to cancel.

If you need to cancel, please notify us in writing at ness@serenevalleyholistictherapies.com. No refund is provided for included activities, meals or accommodation voluntarily declined or unused by a participant. If you leave the retreat early for any reason, no refund is provided for unused portions of the retreat, and any additional costs arising from your early departure (including transport and changed travel arrangements) are your responsibility, subject to applicable law.

Additional cancellation charges may apply according to the following schedule of written cancellation received:

**Booking Deposit:** The $400 deposit is non-refundable from the date of booking confirmation.
**Additional Cancellation Charges:**

- On or before 31 March 2027: No additional cancellation charge beyond the $400 deposit.
- 1 April – 31 May 2027: 25% of total retreat price.
- 1 June – 20 July 2027: 50% of total retreat price.
- 21 July – 9 August 2027: 75% of total retreat price.

From 21 July 2027 or non-attendance: Up to 100% of total retreat price.
**These charges include the deposit and are not additional to it.** They are subject to applicable law, reasonably justifiable losses and amounts recovered through replacement bookings or suppliers.
**Worked example:** A Twin Share participant cancelling on 15 May 2027 forfeits 25% of the retreat price ($650 of $2,600). The $400 deposit counts toward that $650. It is not charged in addition to it.

A suitable replacement participant may be proposed, subject to approval and any reasonable additional costs.

Personal circumstances, including illness or unexpected changes, do not automatically guarantee a refund. Travel cancellation insurance is strongly recommended. Your rights under Australian Consumer Law remain unaffected.

**5. Cancellation or Changes by the Organiser**

If the retreat is cancelled because minimum participant numbers are not reached, all retreat payments made to the Organiser will be refunded in full within 14 days of the cancellation being announced. Other cancellations or significant changes will be handled according to the circumstances and applicable law.

The Organiser may alter the itinerary due to weather, cultural requirements, supplier availability, safety concerns, volcanic activity, natural disasters, government restrictions or other circumstances beyond reasonable control. Reasonable efforts will be made to provide suitable alternatives where possible. Independently purchased flights and other travel expenses are your responsibility.

**6. Mandatory Travel Insurance**

***Comprehensive international travel insurance is compulsory.*** Your policy should be arranged as soon as practicable after booking for your complete cover and must be appropriate for your personal circumstances and planned activities.

You are responsible for checking coverage, exclusions and limitations relating to:


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- Overseas medical treatment, hospitalisation and emergency evacuation.
- Trip cancellation, interruption and travel delays.
- Volcanic eruptions and volcanic ash clouds.
- Earthquakes, natural disasters and severe weather.
- Personal liability and other relevant travel risks.

*Volcanic ash and natural disasters are not automatically covered by all travel insurance policies.* Please carefully check your Product Disclosure Statement and seek clarification from your insurer where necessary.

Evidence of suitable insurance must be supplied by 22 August 2027. Failure to provide it may affect your ability to attend, subject to applicable law.

**7. Passports, Visas & Travel Requirements**

You are responsible for ensuring your passport, visa, Bali tourist levy and any required arrival documents comply with Indonesian entry requirements. Please check official travel advice and entry requirements before departure. You are responsible for costs or disruptions resulting from invalid or incomplete personal travel documents.

**8. Flight Delays & Late Arrivals**

Participants are responsible for arriving in Bali in time for scheduled retreat activities. The Organiser is not responsible for individual flight delays, missed connections or late arrivals and is not obliged to reschedule activities or provide additional transport. Any resulting additional costs are the participant's responsibility, subject to applicable law.

**9. Health, Safety & Personal Responsibility**

You are responsible for assessing your suitability for international travel and retreat activities, seeking medical advice where appropriate, and bringing required medication. Please advise the Organiser of relevant medical conditions, mobility limitations, allergies or other circumstances that may affect your safe participation or require reasonable arrangements.

Activities may involve walking - including steep inclines or stairs, uneven or slippery surfaces, long periods of travel by car, water purification ceremonies, yoga, meditation and breathwork.

Participation in individual activities is voluntary, and you may decline an activity you consider unsuitable.

**10. Dietary requirements**

Any dietary requirements must be advised at the time of booking. The Organiser will use reasonable endeavours to accommodate dietary needs, subject to the capabilities of the catering providers in Bali. Participants with severe or life-threatening allergies remain responsible for managing their own dietary risks and should always carry appropriate medication.

In an emergency, the Organiser may take reasonable steps to arrange medical assistance or contact your emergency contact. Medical and related expenses remain your responsibility, subject to applicable law.

The retreat and its wellness activities are not substitutes for medical or psychological treatment, and specific personal or therapeutic outcomes are not promised nor guaranteed.

**11. Respectful Participation & Group Confidentiality**


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This is a women's gathering intended to provide a welcoming, respectful environment for connection, reflection and shared experiences. Participants agree to:

- Respect fellow participants, local customs, religious traditions and Indonesian laws.
- Follow reasonable safety instructions and scheduled departure arrangements.
- Respect confidentiality during women's circles and personal sharing.
- Avoid threatening, discriminatory, harassing or seriously disruptive behaviour.
- Take reasonable care of personal belongings and accommodation.
- Attend organised activities only when fit and safe to do so, and not under the influence of alcohol or drugs that may impair judgement or safety.
- Serious misconduct may result in exclusion from activities or the retreat where reasonably justified, with financial consequences assessed according to the circumstances and applicable law.
- Sharing during women's circles is always voluntary.

**12. Independent Providers & Personal Property**

Accommodation, transport, excursions and certain wellness experiences are delivered by independent Balinese providers, who may have their own reasonable safety requirements and operating conditions. Serene Valley Holistic Therapies will exercise reasonable care in organising and coordinating the retreat. Participants are responsible for their personal belongings, incidental expenses and damage caused through negligent, reckless or intentional conduct, subject to applicable law. Nothing in this agreement excludes legal responsibilities or consumer rights that cannot lawfully be excluded.

**13. Independent Activities & Excursions**

Participants undertaking activities, excursions or treatments outside the organised retreat program are responsible for their own arrangements, costs and appropriate insurance. These activities are not included in the retreat package, and the Organiser is not responsible for their provision, subject to applicable law.

**14. Privacy, Photography & Post-Retreat Connection**

Personal information will be collected and used for booking administration, accommodation arrangements, safety and emergency purposes, in accordance with applicable privacy requirements. Relevant information may be shared with service providers or emergency services where reasonably necessary and legally permitted. An emergency contact must be provided before departure.

***Use of Images and Video*** Photographs and videos may be taken by the Organiser during the retreat. Serene Valley Holistic Therapies reserves the right to use any photographs or video footage taken during the retreat that include participants, for educational, social media, publicity or advertising purposes. If you do not agree to the use of your images or video on these terms, you must notify the Organiser in writing at ness@serenevalleyholistictherapies.com ***prior to departure for Bali***. If no such notification is received before departure, you consent to the use described in this clause. Please respect others' privacy and obtain permission before sharing their identifiable images or personal experiences. Recording private circles or sessions requires prior approval in writing from the Organiser.

Four post-retreat online gatherings are included to support reflection and connection. Participation is voluntary, with scheduling details supplied separately.

**15. Intellectual Property & Copyright ©**

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All original retreat itinerary, plans, materials, including written content, programs, guided meditations,

women's circle activities, workshops, resources and other materials created or provided by Serene Valley Holistic Therapies, remain the intellectual property of Serene Valley Holistic Therapies and are protected by copyright.
These materials are provided for participants' personal, non-commercial use only.

They must not be copied, reproduced, recorded, distributed, published, shared, adapted or used for teaching, workshops, retreats or other commercial purposes without prior written permission from Serene Valley Holistic Therapies.

All rights are reserved, subject to applicable copyright law and any rights expressly granted to participants in writing.

**16**. ***Participants must be 18 years or older.***
The Organiser may, at its discretion, approve attendance by a participant aged 16 or 17, provided that:
a) the participant is accompanied throughout the retreat by a participating full-paying adult, who is responsible for supervising the minor at all times;
b) prior written consent is provided by the participant's parent or legal guardian; and
c) the participant complies with any restrictions the Organiser reasonably imposes on their participation in particular activities, having regard to their age and the nature of the activity (including confidential women's circles).

**17. Agreement, Consumer Rights & Electronic Acceptance**
This agreement is governed by Queensland law, subject to any mandatory applicable laws. Nothing in these terms excludes or limits rights or remedies under Australian Consumer Law or other applicable legislation that cannot lawfully be excluded.

Any concerns should be raised promptly with the Organiser so reasonable efforts can be made to resolve them. If any provision of this agreement is held to be invalid or unenforceable, that provision will be severed and the remaining provisions continue in full force.

By completing and submitting the online Booking Agreement, you acknowledge that you have read and understood these Terms and Conditions, including the payment arrangements, cancellation policy, mandatory travel insurance and participant responsibilities.

By submitting this form, the Participant acknowledges and agrees that their electronic acceptance constitutes a legally binding agreement, with the same legal effect as a handwritten signature, to the extent permitted by applicable law.

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