



Yogiville Booking & Reservations

Terms and Conditions

Accommodations & Services

Booking Terms and Conditions

Your contract is with the Yogiville Ptd Ltd (“we”, “us” and “our” in these Booking Conditions) for the identified Retreat, Teachers’ Training, Tailor Made Retreat, Course, Neuroprana Wellness Treatment or any other booking (“the Purpose”) at the property known as Yogiville (“the Property”). References to “you” or “your” are references to the person making the booking and all members of the booking party and all members in a group booking.

These Booking Conditions form the basis of your contract with us so please read them carefully. Nothing in these Booking Conditions affects your normal statutory rights.

The Yogiville reserves the right to modify pricing, booking conditions and the Purposes from time to time without prior notice. The current pricing, policies and terms and conditions will be available on www.ashoktree.com.

1. Making your booking

When you book the Purpose at the Property with us you should submit the completed online Booking Form to us together with your complete payment. 25% of the complete payment will be considered as an Initial Deposit if you pay in full. Please note that the Initial Deposit (25% of total payment), it is not refundable, if cancelled after 24 hours of booking.

Your booking is made as a consumer for the Purpose and you acknowledge that no liability can be accepted for any business losses howsoever suffered or incurred by you.

Once the completed Booking Form and the Complete Payment or Initial Deposit have been received and accepted by us, we will issue you with our written confirmation. The contract between us will only be formed when we send you our written confirmation and is subject to these terms and conditions. We reserve the right to refuse any booking prior to the issue of our written confirmation. If we do this we will promptly refund any money you have paid to us.

You should carefully check the details of our written confirmation and inform us immediately of any errors or omissions.

2. Paying for your booking



Your payment for the Purpose is due in full at the time of submitting your booking request or within (seven) days of receipt of written confirmation if you have submitted an Initial Deposit. If you fail to make a payment due to us in full and on time we may treat your booking as cancelled by you.

3. If you cancel or amend your booking

If you need to cancel or amend your booking you must telephone us on the number shown on our written confirmation as soon as possible.

You will also be required to confirm your cancellation or amendment in writing or by email to the addresses shown on our written confirmation. A cancellation or amendment will not take effect until we receive written confirmation from you.

Refer to Table 1 – Refund / Credit Table with our refund or credit commitment if you cancel or amend your booking for the Purpose.

Table 1 – Refund / Credit Table

	w/in 24 hour of booking*	within 7 days of written confirmation*	<60 Days prior to Arrival Date	>60 days <30 days prior to Arrival Date	>30 Days of Arrival Date
Initial Deposit (25% of total)	100% Refund	0% refund	0% refund	0% refund	0% refund
Balance of Payment	100% refund	100% refund	50% refund	50% credit	0% refund

* If booking is made within 60 or 30 days of the Arrival Date, refer to the refund/credit approach within the respective column based on timeframe.

If you cancel or amend your booking within seven days of the written confirmation, we will retain the Initial Deposit and refund the balance of any additional money you have paid to us.

If you cancel or amend your booking more than sixty days prior to the Arrival Date, we will retain the Initial Deposit and refund 50% of any additional money you have paid to us. If you cancel or amend your booking less than sixty days and more than thirty days prior to the Arrival Date, we will retain the Initial Deposit and we will credit 50% of any additional money you have paid us towards a future Purpose. In these circumstances we will retain the Initial Deposit and we may optionally refund the money (less any additional costs incurred) to you if we are able to secure an alternative booking for the Purpose at the Property.

If you cancel or amend your booking less than thirty days we reserve the right to retain 100% of the money you have paid to us.

4. If we cancel or amend your booking

We would not expect to have to make any changes to your booking, but sometimes problems occur and we do have to make alterations or, very occasionally cancel bookings.

If this does happen, we will contact you as soon as is reasonably practical and inform you of the cancellation or the change to your booking and, if it is necessary to cancel your booking, we will refund the balance of any money you have paid us.

5. Your accommodation

You can arrive at your accommodation after 3:00pm or as agreed in the Written Confirmation on the Arrival Date of the Purpose and you must leave by 11:00am on the Departure Date.

If your arrival will be delayed, you must contact the person whose details are given on our booking confirmation so that alternative arrangements can be made. If you fail to do so you may not be able to gain access to the Property. If you fail to arrive by midday on the day after the Arrival Date and you do not advise the contact of your anticipated late arrival we may treat the booking as having been cancelled by you.

6. Your obligations

The obligations apply to you, all members of your party and every party in a group booking.

You agree to comply with the Property Code of Conduct and any other regulations reasonably made from time to time and ensure that all members of your party and every party in a group booking observe them.

You agree to take full responsibility for your health and safety during your stay at the Property, including any physical activity undertaken, including but not limited to yoga and meditation tuition and participation.

You agree that it is your responsibility to take precautions prior and during your visit to the Property to protect yourself from any injury, any sickness or any other element that may affect your health and physical wellbeing and either directly or indirectly related to the environment.

You agree to keep and leave the Property and all furnishings clean and in good condition.

You agree not to cause any damage to the walls, doors or windows of the Property nor to do anything that may be reasonably considered to cause a nuisance or annoyance to us or to any other occupier of adjoining or neighbouring properties.

You agree to take all necessary steps to safeguard your personal property. No liability to you is accepted in respect of damage to or loss of such property, except where the damage or loss is caused by our negligence.

You agree to ensure that each member of your party, including you, are covered by comprehensive travel insurance (including cancellation, flight delays, loss and damage to baggage and other property) and health insurance (including evacuation and repatriation coverage).

You agree to secure in advance any necessary travel documents including but not limited to entry visas.

You cannot allow more people to stay in the Property than expressly authorised, nor can you significantly change the makeup of the party during your stay in the Property, nor can you take your pet into the Property unless it has been arranged in advance and it is shown on your confirmation. If you do so, we can refuse to hand over the Property to you, or can require you to leave it. We will treat any of these circumstances as a cancellation of the booking by you.

You agree to allow us or any representative of ours access at any reasonable time during your stay for the purpose of essential repairs.



7. Complaints

Every effort has been made to ensure that you have an enjoyable and memorable time at the Property. If however, you have any cause for complaint it is important that remedial action is taken as soon as possible.

It is essential that you contact us if any problem arises so that it can be speedily resolved. It is often extremely difficult (and sometimes impossible) to resolve difficulties properly unless we are promptly notified. Discussion of any criticisms with us whilst you are in residence will usually enable shortcomings to be rectified straightaway. In particular, complaints of a transient nature cannot possibly be investigated unless registered whilst you are in residence. Refer to the Complaints Procedure available on www.ashoktree.com for further information.

If any complaint cannot be resolved during your holiday, you must write to us with full details within 28 days of the end of it.

8. Our liability

Our maximum liability for losses you suffer as a result of us acting in breach of these terms and conditions is strictly limited to the lesser of the value of 10,000 rupees or the amount you paid for the Purpose and any losses which are a foreseeable consequence of us breaking the agreement. Losses are foreseeable where they could be contemplated by you and us at the time your order is accepted by us.

9. Law

The contract between you and us is governed by the law of India and we both agree that any dispute, matter or other issue which arises between us will be dealt with by the Courts of India.