

# The Moon Woman Pty Ltd

## Retreat Terms and Conditions

1. It is the responsibility of the retreat participant to check the reservation confirmation and ensure that the particulars contained therein are correct.
2. In the event of cancellation by a retreat participant up to 60 days before the retreat, The Moon Woman will refund 75% of funds paid. If a retreat participant cancels up to 30 days prior to the event only 50% of additional funds will be refunded. If a retreat participant cancels within 30 days of the event, they forfeit all monies paid
3. Due to illness, bereavement, guest teacher cancellations or situations beyond our control such as but not limited to air strikes or natural disasters, unforeseen weather or imposed government mandates, The Moon Woman reserves the right to change bookings and shall inform all retreat participants as soon as possible. Alternative arrangements will be offered but we do not accept responsibility for any costs incurred, including non-refundable airfares.
4. The Moon Woman is not liable for any flight or other transport or accommodation costs of retreat participants.
5. The Moon Woman reserves the right to offer discretionary discounts, and this does not affect the status of any guests who have paid the full price and no discount will then become due to them
6. The retreat participant shall not use the property except for permitted use and shall not use the property for any offensive, noisy, dangerous, illegal, entertainment, immoral or improper purposes. The customer shall not do anything which may be a nuisance or

annoyance to The Moon Woman, the retreat centre and its guests, staff or owners.

7. The retreat participant shall keep all The Moon Woman event supplies, fixtures, fittings, furniture and effects in a clean and good condition and shall replace any articles which are destroyed or missing with articles of a similar kind and of equal value
8. The Moon Woman reserves the right at its sole discretion to terminate use of the property or any of its facilities by the retreat participant in the event of any breach of these terms and conditions. The retreat participant will be required to vacate the property and The Moon Woman shall not refund payment or accept any consequential liability damages or loss
9. The Moon Woman retains all copyright license rights and sole exclusive ownership of the information, photographs and material used within the event and displayed on its website. Unless specified, the material may not be modified, copied or used in any other way.
10. It is the customer's responsibility to ensure that they have all the relevant arrival details and arrives at the venue in time. In the event your arrival is delayed, and you arrive after the designated time you may forfeit any missed activity.
11. The Moon Woman can accept no responsibility for delay or cancellation of any flight, train, bus or other forms of transport.
12. The Moon Woman reserves the right to alter any facility accommodation or activity.
13. In the event the retreat participant decides to downgrade their optional extras after monies have been paid, the customer will not be entitled to any refund. If the customer wishes to upgrade the new price will apply.

14. The retreat participant must comply fully with all, and any health and safety regulations introduced by The Moon Woman & their staff. The retreat participant must ensure they notify The Moon Woman of any existing medical conditions & participate in retreat activities at their own risk, to the degree they are medically and physically able to participate. Retreat participants who have pre-existing injuries or illnesses are advised to seek doctor's advice before travel. The Moon Woman is not liable for any injuries to the retreat participant in their use of retreat facilities or participation in activities. It is the responsibility of the retreat participant to stop and rest if they experience any pain or sickness and inform the facilitators of any previous injuries prior to travelling.
15. The Moon Woman cannot accept any responsibility for loss or damage of personal possessions or valuables of retreat participants. It is the sole responsibility of all participants to ensure they secure all valuables during the event.
16. In the event of a retreat participant having any complaint then they will not discuss this with any third party and shall notify the retreat manager as soon as possible so it can be handled effectively & efficiently.
17. The Moon Woman shall not be liable for any failures beyond its control. This covers natural disasters, war, 'acts of God', closure of airports, civil strife, accidents, imposed government mandates or failure to perform by third parties, including suppliers and subcontractors.
18. The Moon Woman accepts no liability for loss, damage, injury, or illnesses which may be received during the customers stay or travelling to and from the Retreat.

19. We recommend that all retreat participants have adequate travel, cancellation, and medical insurance for the duration of the event.
20. These terms and conditions shall be governed by Australian Law and the parties consent to the exclusive jurisdiction of the Australian courts in all matters regarding them

## **Privacy Policy**

### Our Commitment To Privacy:

Your privacy is important to us. To better protect your privacy, we provide this notice explaining our online information practices and the choices you can make about the way your information is collected and used. To make this notice easy to find, we make it available on our event page and at every point where personally identifiable information may be requested.

This privacy policy sets out how The Moon Woman uses and protects any information that you give The Moon Woman when you use our website or join our database. The Moon Woman is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified and informed, then you can be assured that it will only be used in accordance with this privacy statement.

The Moon Woman may change this policy from time to time by updating our website and administrative procedures. You should check our page from time to time to ensure that you are happy with any changes. This policy is effective from January 2016.

What we collect:

We may collect the following information: Name, contact information including email address, and other information relevant to customer participation of the event.

The Information We DONT Collect:

Credit/Debit Card Information - all payments are processed through PayPal, who ensure your banking details are never viewed by us.

What we do with the information we gather:

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons: internal record keeping. We may use the information to improve our products and services. We may periodically send promotional emails about special offers or other information which we think you may find interesting using the email address which you have provided. We may contact you by email. We may use the information to customise our website according to your interests

Security:

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place

suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies:

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites:

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not

governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question

### Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways: whenever you are asked to fill in a form on the website or a pop up appears, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes or simply exit the pop up .If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by emailing us at [admin@themoonwoman.com](mailto:admin@themoonwoman.com)

We will not sell, distribute, or lease your personal information to third parties unless we have your permission or are required by law to do so. If you believe that any information, we are holding on you is incorrect or incomplete, please email us as soon as possible. We will promptly correct any information found to be incorrect.