

# Terms and Conditions

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The following conditions of sale apply to all of the products and services offered by Anne-Lise Miller. She will be named thereafter as the provider.

Anyone making an appointment or a booking with the provider agrees to the following terms and conditions of sale. Those will prevail above all other information which may appear on internet sites or advertising

## *Consultation and treatments by appointments*

### **Making an appointment**

It is possible to make an appointment subject to availabilities up to 24 hours before hand. An appointment becomes binding from the moment the provider has agreed and confirmed it.

A 40% deposit may be required to confirm a booking. The deposit can only be transferred or refunded with a minimum of 24 hours' notice prior to the allocated time.

If the provider is unable to make an appointment she will inform the client as soon as possible and an alternative suggested as close to the original appointment as possible. If no agreement can be reached the deposit will be refunded.

A course of treatment must be paid in full at the end of the first treatment.

Courses of three treatments are valid for four months and courses of 6 treatments are valid for nine months from the day they are bought. Each session is subject to the same requirement as above for appointments. Treatments that have not been used after the expiry date are neither due nor subject to refund.

## *Residential cleansing retreat*

### **Booking procedures**

For a booking to be valid it will first have to be agreed by the organiser at least 10 days prior to the beginning of the retreat, Spaces are attributed on a first come first served basis and the retreat leader reserves the right to assess the suitability of an individual to participate.

Booking refusal is without recourse.

A booking becomes valid on reception of a completed application form and a deposit of at least 40% of the total value of the package.

A booking confirmation will be sent via email as soon as booking forms are received. It will give relevant details pertaining to the retreat.

## Prices and services

Those are available from the websites or indicated on published price lists. They are confirmed at the time of booking. The prices do not include traveling expenses to and from the venue or the nearest pick up point. The balance is due on arrival and additional treatments or services can be paid at the end of the retreat.

The programme content may have to be modified due to unforeseen circumstances. If this is the case a equivalent alternative or refund will be offered.

An invoice or a confirmation of attendance can be obtain after completion on request.

## Cancellation and substitutions

If a participant chooses to cancel the deposit is non-refundable. In case of no-show or leaving before the end the total price is owed. It is the responsibility of the participant if he or she wishes to get insurance against such an eventuality.

Within a period of no less than 21 days, deposits can be transferred to another date, depending on availabilities.

Alternatively, a notice of at least 10 days is required for a substitute to take a space at no additional cost. Suitability of the individual replacement will have to be established first.

If a retreat must be cancelled, all participants will be informed as soon as possible. It is the responsibility of the participant to ask for either a transfer or a refund of any deposit already paid. There will be no compensation for any additional cost already incurred.

More generally the organiser is in no way responsible for any prejudices directly or indirectly related to the above conditions or the behaviour of other participants

## Privacy and copy rights

All available written information related to the course and treatments are the sole property of the author and cannot be reproduced, handed over or published without her express written agreement.

All personal data and information will remain confidential. Written medical history etc. will be destroyed after 5 years.

06 March 2017