

Re: Pilates Retreat in Turkey on 30 September- 7 October 2019

Dear Pilates enthusiasts

It won't be long now before we set off to Sunny Turkey for our wonderful Retreat and I am very much looking forward to sharing it with you. I want to take this opportunity to provide you with further details and important information.

- The full payment is now due which is £ 610 for single rooms and £ 580 for twins, not later than 26 August 2019 since we have less than 8 weeks to our departure.
- Another option is pay half £ 290 for twin and £ 305 for single rooms by 22 August 2019 and the remaining half by 5 September
- Transfer cost from the airport to the Hotel is approximately £35-40 each way and will be paid directly to the hotel during or at the end of your stay. If you are travelling on the same flights as other guests a shared taxi could be arranged which will reduce the cost of the transfer for you. Therefore, if you haven't done so, please provide us with your flight details as soon as you have booked your flights so that we and the hotel can make the arrangements on your behalf.
- You will be required to purchase an e- visa online from the following link; <https://www.evisa.gov.tr/en/apply>
- Please bring with you mosquito repellent as dinner is served in an outside dining area. You may also want to bring a warm cardigan just in case.
- We have Pilates mats but you can bring your own if you like.
- It is best to exchange money once you are there; the post office in the local town offers the best rate. There also cash- points in town.

Please take a few minutes to answer the following questions;

1. What are your 3 goals for this retreat?
2. Any special dietary requirements?
3. Any medical conditions or health issues?
4. Any allergies? Food or otherwise
5. Details of your Next of Kin
6. Flight details

Please read the following **booking conditions** carefully and return a signed copy as soon as possible or with your balance payment.

Thank you

Erica

SULTAN PALAS RETREAT BOOKING CONDITIONS

1. Under these Booking Conditions any reference to “we” “us” or “our” refers to Erica Akman, References to “you” or “your” are to the person /s who sign these booking conditions. These booking conditions set out your and our obligations to each other under your contract with us.
2. By signing and returning these booking conditions to us, you are guaranteeing that you accept its terms as the terms with your contract with us.
3. Our contract with you will come into existence as soon as you have signed and returned this booking conditions form.

If you cancel your booking

4. You may cancel your booking at any time. We cannot accept any cancellation until we have received written notice of cancellation from the person who signed the booking conditions form. Cancellation charges may apply. We will not refund any deposit. Based on the date when we receive your written notice of cancellation, we will refund the following proportions of the balance of your booking fee, minus the deposit.

Within 4 weeks of the start date of the retreat: 10% of the balance

Within 2 weeks of the start date of the retreat: no refund of the balance.

Our responsibilities under the contract

5. We will do our best to minimise the effects of matters outside our control. However, you must appreciate and acknowledge that schedules and amenities may be subject to change without prior notice due to local circumstances or events beyond our control. We will not be liable for any delay, inconvenience, discomfort, loss of enjoyment or disappointment arising from such matters. No refunds will be given for services not utilised.
6. We will provide you with general information about matters such as visa requirements, climate and clothing, however we recommend you make your own inquiries with the relevant authorities, travel agents / airlines, your doctor, travel insurers.

Insurance

7. It is compulsory that you are insured for the duration of your retreat. We recommend that for your protection insurance should cover baggage, loss of money, medical expenses and cost of repatriation should you become too ill to continue, including International Medical Emergency Service and Air Ambulance.

Your responsibilities under the contract

8. Your responsibilities include but are not limited to

Your physical fitness: you will need to be reasonably fit and well in order to undertake this retreat. We recommend that you seek your doctor's advice regarding your fitness to attend the retreat and in relation to vaccinations and inoculations as well as any medicines which your doctor might advise you to take with you.

Your attendance: It is your responsibility to ensure that you are present at the appropriate time for the all Pilates sessions.

If you have a problem or a complaint

9. If you have any problem during your retreat, please inform me and the hotel management and we will try to put things right. If you have a complaint which has not been resolved locally at the time, please follow this up within 28 days of your return home by writing to us, providing us with the date and other relevant information. If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were still attending the retreat and this may affect your rights under our contract with you. No compensation will be payable in circumstances where this procedure has not been complied with.

After you come home

10. We would welcome your feedback and new ideas which might help us improve our services.

I have read these booking conditions and I accept them and agree to abide by them.

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(signed)

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(Print full name, postal address, mobile no and email address)

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(Dated)