

BRAZIL RETREAT 2027

Booking Terms & Conditions

Hosted by Emma Henry

Please read these Terms and Conditions carefully before making a booking. By paying your deposit and/or any subsequent instalments, you confirm that you have read, understood, and agree to be bound by these terms. If you have any questions, please contact us before booking.

1. Retreat Overview & Inclusions

Full details of the retreat programme, schedule, location, and what is included in your retreat package will be provided in your Retreat Welcome Pack, sent upon receipt of your deposit. Please contact Jessica Smith on Jess.smith2105@gmail.com team for current availability and programme details prior to booking.

Unless otherwise stated in writing, the retreat price includes:

- 7-night luxury accommodation (duration of the retreat) at Casa Mandacaru
- All meals as specified in the programme *
- All scheduled retreat activities, workshops, and sessions
- Use of shared retreat facilities
- Kayaking adventure over Trancoso river
- Samba lesson
- Group Shaman blessing

*Early morning fresh pressed juices, fruit and coffee/tea, substantial brunch & dinner

*One afternoon we will go to a beautiful beach club, for a light lunch and a swim. This meal is not included in the retreat package.

Unless otherwise stated in writing, the retreat price does not include:

- International and domestic flights
- Airport transfers
- Travel insurance (strongly recommended — see Section 7)
- Visas or entry requirements
- Personal expenses, gratuities, or additional treatments (incl. Spa treatments)
- Any optional excursions or activities offered at additional cost (Surfing, Horse Riding, Hawaiian Canoe, etc)

BRAZIL RETREAT 2027

Booking Terms & Conditions

2. Accommodation & Pricing

All prices are quoted in pounds sterling (GBP) per person (pp). Please review the accommodation options carefully before booking, as each suite has specific occupancy configurations.

Suite	Room Type	Single Occupancy	Shared Occupancy
Giant Master Suite	Super King + Private Terrace	£7,000 pp	£3,600 pp
Suite One	Twin Beds	—	£3,300 pp
Suite Two	Super King	£5,000 pp	£3,200 pp
Suite Three	Bunk Room (4 adult singles)	—	£2,300 pp
Suite Four	Super King	£5,000 pp	£3,200 pp
Suite Five	Super King	£5,000 pp	£3,200 pp
Suite Six	Super King	£5,000 pp	£3,200 pp
Jungle Suite	Twin Beds	—	£3,300 pp

PLEASE NOTE: Prices are per person. 'Single occupancy' means you have the suite to yourself. 'Shared occupancy' means you share the suite with one other participant (or, in the case of Suite Three, up to three others). Single occupancy of the bunk room is not available. If you wish to share but do not have a roommate in mind, please let us know and we will do our best to assist with matching — however this cannot be guaranteed.

Suite allocation is subject to availability at the time of booking and is confirmed on a first-come, first-served basis. We reserve the right to offer an alternative suite of equivalent or higher value in the unlikely event that your requested suite becomes unavailable due to circumstances beyond our control, following which we will notify you promptly.

3. Booking Process & Deposit

To secure your place on the retreat, the following steps apply:

BRAZIL RETREAT 2027

Booking Terms & Conditions

- **Step 1 — Enquiry:** Contact us to confirm your preferred suite and availability. Upon expression of firm interest, we will send you the bank details required to pay your deposit.
- **Step 2 — Deposit:** Pay the non-refundable deposit of £1500 per person to reserve your place. Your place is not confirmed until the deposit has been received and processed.
- **Step 3 — Confirmation:** You will receive a booking confirmation email within 5 working days, confirming your suite, occupancy arrangement, payment schedule, and any outstanding information required.

The £1500 deposit per person is non-refundable if you cancel. It is refundable only in the circumstances as set out in Section 5.2 and Section 5.3. Please note that the retreat is subject to minimum numbers of 6 participants. In the unlikely event that minimum numbers are not reached we will notify you by 1 December 2026 and the terms of section 5.2 will apply.

4. Payment Schedule & Plan

After your deposit is received, the balance may be paid in full or via the payment plan outlined below. All payments shown below are in GBP.

Instalment	Due Date	Amount (approx.)	Notes
Deposit	At booking	£1500 pp (non-refundable)	Confirms your place
Outstanding Balance	October 1 2026		

October 1 2026 is the absolute final deadline for all outstanding balances. Failure to complete payment by this date may result in your booking being cancelled, in which case the standard cancellation terms will apply, and any refund will be calculated from the date the booking is cancelled.

Payment reminders will be sent by email ahead of each deadline. It is your responsibility to ensure payments are made on time. If you are experiencing financial difficulties, please contact us as soon as possible to discuss your options.

4.2 UK Bank account details for £1500 deposit and all instalment payments:

BRAZIL RETREAT 2027

Booking Terms & Conditions

GBP payments (UK bank transfer). Once your booking is confirmed, we will provide UK bank account details by email for your deposit and subsequent instalments. For your security, these details will only be sent directly to the email address you provide at the time of booking.

Please note: our payments are processed via **Skaithmuir**, which is the trading/administrative entity used by Emma Henry. The account holder name on the transfer details will therefore appear as **SKAITHMUIR**, not "Emma Henry". This is the correct account — please do not be alarmed.

USD payments and international transfers. Payment can also be made in US Dollars. Each instalment will be set at the prevailing exchange rate. For international transfers (whether is GBP or USD) please email Jess.Smith2106@gmail.com and we will send you the appropriate international bank details, including SWIFT/BIC and IBAN where applicable.

Reference on payment. When making your transfer, please use your full name and "Emma Henry" as the payment reference (for example: J Smith 2027). This ensures your payment is correctly allocated to your booking.

Currency and exchange risk. GBP is the contractual currency of the retreat. If you choose to pay in USD, the amount due will be calculated at the prevailing exchange rate on the date the invoice is issued. You are responsible for any bank charges, intermediary bank fees, or exchange rate differences that arise on international transfers. Any shortfall between the GBP price and the amount received (after fees and FX) must be settled before your balance is treated as paid in full.

Payment confirmation. We will confirm receipt of each payment by email within 5 working days. If you do not receive confirmation, please contact us — do not assume payment has been received until we have confirmed it in writing.

Security notice. Emma Henry will never change bank details mid-booking by email. If you receive any communication asking you to send payment to a different account, or claiming our bank details have changed, do not transfer funds and contact us directly by phone on 0044 7710274661 to verify.

5. Cancellation Policy

All cancellation requests must be submitted in writing (email is acceptable) to Jess.smith2106@gmail.com. The cancellation date is the date the written notification is received. The following terms apply:

Notice Period	Refund Entitlement	Deposit
More than 90 days before retreat start	Full refund of all payments made (excluding deposit)	Non-refundable

BRAZIL RETREAT 2027

Booking Terms & Conditions

60–90 days before retreat start	50% refund of payments made (excluding deposit)	Non-refundable
Less than 60 days before retreat start	No refund	Non-refundable

5.1 Transfer of Place

If you are unable to attend, you may transfer your booking to another person, subject to the following conditions:

- You must notify us in writing as soon as possible and no later than 30 days before the retreat start date
- The replacement participant must be approved by Emma Henry
- The replacement participant must accept these Terms and Conditions in writing
- Any difference in pricing between your original booking and the replacement participant's suite requirement is the responsibility of the parties involved
- An administration fee of £40 will apply to cover the cost of processing the transfer
- Transfers are not permitted within 30 days of the retreat start date

The £1500 deposit is tied to the booking, not the individual — it will transfer to the replacement participant's booking.

5.2 Cancellation by the Organiser

In the unlikely event that Emma cancels the retreat before the retreat start date for any reason — including but not limited to insufficient enrolment, venue unavailability, or any Force Majeure Event as defined in Section 5.3 — you will be offered a choice of the following:

A refund of all monies paid to Emma Henry, less any unrecoverable third-party costs reasonably and necessarily incurred in respect of your booking (for example non-refundable venue, supplier, or facilitator deposits already paid by the organiser on your behalf). Where such deductions apply, we will provide a written breakdown; OR

A credit of equivalent value towards a future retreat hosted by Emma Henry, valid for 24 months from the date of cancellation. Credits are transferable to a named third party with our prior written approval.

BRAZIL RETREAT 2027

Booking Terms & Conditions

Where a refund is due, payment will be made within 30 days of the cancellation decision, to the account from which the original payment was received.

Emma Henry's total financial liability to you in the event of cancellation by the organiser shall not exceed the total amount paid by you to Emma Henry for the retreat. For the avoidance of doubt, Emma Henry is not liable for any independent costs you may have incurred in connection with the retreat, including but not limited to flights, airport transfers, visas, vaccinations, travel insurance, or preparation costs. Comprehensive travel insurance covering trip cancellation and curtailment from the date of booking is therefore essential — see Section 7.

5.3 Force Majeure

A "Force Majeure Event" means any event, circumstance, or cause beyond the reasonable control of Emma Henry, including but not limited to:

Acts of God, natural disaster, fire, flood, earthquake, or extreme weather

Epidemic, pandemic, or public health emergency

War, invasion, armed conflict, terrorism, or civil unrest

Government action, sanctions, law, regulation, or travel restriction

Advice issued by the UK Foreign, Commonwealth & Development Office (FCDO) against travel to the retreat destination

Strikes, industrial action, or failure of public utilities

Failure or unavailability of third-party suppliers, venues, or transport providers

Any other event that could not reasonably have been anticipated or prevented

5.3.1 Effect on the retreat. Where a Force Majeure Event prevents, hinders, or delays the retreat from taking place as planned, Emma Henry reserves the right to cancel, postpone, or materially modify the retreat. Participants will be notified as soon as reasonably practicable.

5.3.2 Refunds in Force Majeure circumstances. If the retreat is cancelled due to a Force Majeure Event, the refund and credit options set out in Section 5.2 will apply. Where the Force Majeure Event has caused Emma Henry to incur non-recoverable third-party costs in respect of your booking (for example, forfeited venue, supplier, or facilitator payments),

BRAZIL RETREAT 2027

Booking Terms & Conditions

these may be deducted from any refund. A written breakdown of any such deductions will be provided.

5.3.3 Postponement. Where reasonably possible, Emma Henry may elect to postpone the retreat to an alternative date rather than cancel. In such cases, your booking will transfer to the new date at no additional cost. If the new date is not suitable for you, you may elect to receive a refund or credit in accordance with Section 5.2.

5.3.4 Liability for consequential losses. Emma Henry accepts no liability whatsoever for any costs, losses, or expenses incurred by you independently in connection with a Force Majeure Event, including but not limited to flights, airport transfers, accommodation outside the retreat, visas, vaccinations, or preparation costs. Such losses must be claimed through your own travel insurance policy — see Section 7.

5.3.5 Cancellation by you in response to a Force Majeure Event. If a Force Majeure Event affects your personal ability to travel (for example, a personal illness, a travel restriction specific to your country of origin, or FCDO advice against travel from your departure country) but the retreat itself is still taking place, the standard cancellation terms in Section 5 apply. You are strongly advised to rely on your travel insurance policy in such circumstances.

5.3.6 Nothing in this Section 5.3 excludes or limits any right you may have under applicable consumer protection law, including the Package Travel and Linked Travel Arrangements Regulations 2018 where these apply.

6. Changes to Your Booking

If you wish to change any aspect of your booking (such as your accommodation choice or occupancy type), please contact us in writing as soon as possible. Changes are subject to availability and cannot be guaranteed. Where a change results in a higher retreat price, the additional amount must be paid within 14 days. Where a change results in a lower retreat price, the difference will be refunded or credited at our discretion.

We reserve the right to make reasonable changes to the retreat programme, schedule, facilitators, or included activities where necessary. Where changes are material, we will notify you as soon as reasonably practicable. Minor changes (such as session timings or the order of activities) do not constitute grounds for cancellation or refund.

7. Travel Insurance

BRAZIL RETREAT 2027

Booking Terms & Conditions

Travel insurance is strongly recommended and considered essential for all participants. Emma Henry and her team accept no liability for losses arising from circumstances that would typically be covered by comprehensive travel insurance.

You are strongly encouraged to take out a comprehensive travel insurance policy that includes, at minimum:

- Trip cancellation and curtailment
- Medical emergencies and repatriation
- Personal liability
- Loss or theft of personal belongings
- Delay or missed departures

It is your responsibility to ensure that your policy is appropriate for your individual circumstances, including any pre-existing medical conditions. Please arrange insurance as soon as your booking is confirmed.

8. Health, Wellbeing & Your Responsibility

By booking this retreat, you confirm that you are in good physical and mental health and that participation in the retreat activities is appropriate for you. You agree to:

- Disclose any physical or mental health conditions, injuries, or concerns to Emma's team prior to the retreat. A health questionnaire will be sent out to you as part of the welcome pack.
- Seek independent medical advice before attending if you are unsure whether the retreat is suitable for you
- Take personal responsibility for your wellbeing during the retreat
- Inform the retreat facilitator immediately if you experience any health concerns during the programme

Emma Henry and her team reserve the right, in their sole discretion, to exclude any participant from specific activities or from the retreat entirely if their participation is considered to pose a risk to themselves or others. In such circumstances, no refund will be due.

Please note that retreat activities may include yoga, movement, breathwork, somatic practices, and other wellness modalities. These are offered for general wellbeing and are not a substitute for professional medical, psychological, or therapeutic treatment.

BRAZIL RETREAT 2027

Booking Terms & Conditions

9. Code of Conduct & Community Agreement

We are committed to creating a safe, respectful, and supportive environment for all participants. By attending, you agree to:

- Treat all participants, facilitators, and support staff with kindness and respect
- Maintain appropriate personal and energetic boundaries
- Respect the privacy and confidentiality of other participants — what is shared in the retreat space stays in the retreat space
- Adhere to any house rules communicated by the venue or retreat team

Emma Henry reserves the right to ask any participant to leave the retreat if their behaviour is deemed disruptive, harmful, or in breach of this agreement. In such cases, no refund will be due for any portion of the retreat not attended.

10. Photography, Video & Privacy

Emma Henry or her team may take photographs or video footage during the retreat for use in marketing materials, social media, and other promotional purposes. By attending, you consent to being photographed or filmed in group settings, unless you specifically notify us in writing before the retreat that you do not wish to be included. This will be confirmed as part of the welcome pack.

Out of respect for other participants, please ask for permission before photographing or recording other attendees, and always respect any request not to be included.

Your personal data (name, contact details, and booking information) will be held and processed in accordance with applicable data protection law and our Privacy Policy, available on request.

11. Limitation of Liability

To the fullest extent permitted by applicable law:

- Emma Henry's total liability to you in connection with the retreat shall not exceed the total amount paid by you for the retreat
- Emma Henry is not responsible for any loss, damage, injury, or illness sustained during the retreat that arises from your own actions, negligence, or failure to follow guidance provided by the retreat team

BRAZIL RETREAT 2027

Booking Terms & Conditions

- Emma Henry is not liable for delays, cancellations, or additional costs arising from events beyond her reasonable control, including (but not limited to) natural disasters, political unrest, pandemics, or government travel restrictions
- Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud, or any other liability that cannot be excluded by law

12. Complaints

If you have a concern or complaint, please contact us in the first instance so that we can seek to resolve the matter informally and promptly. We will aim to respond to your complaint within 10 days. We are committed to providing the highest quality experience and will always endeavour to address concerns fairly.

13. Contact & Enquiries

For all booking enquiries, questions regarding these Terms, or any other correspondence, please contact:

Jessica Smith

Jess.smith2105@gmail.com

By paying your deposit, you confirm that you have read, understood, and agreed to these Terms and Conditions in full. These Terms are governed by the laws of England and Wales, and any dispute shall be subject to the exclusive jurisdiction of the English courts.