



# Dhanakosa Cancellation, Transfers and Waiting Lists Policy

May 2024

## **Cancellations and transfers Policy**

To book a place on a retreat, you need to pay a booking fee. If you cancel a retreat booking up to 1 month before the retreat starts it will be possible to refund the booking fee in full, transfer your booking fee, or you can give your booking fee to Dhanakosa as a donation if you choose.

If you cancel the retreat with less than 1 months notice from the retreat start the booking fee is non-refundable as it is difficult for us to fill cancellation places at short notice. However, we can offer to transfer your booking fee to a new retreat if your cancellation is because of significant ill-health, reasons due to the control of infectious diseases e.g. Covid, or on compassionate grounds e.g. close family bereavement. Transfers are at the discretion of the office.

You can only transfer a booking fee once, and a transfer not allocated to a new retreat at the time of transfer can only be held by us for 12 months from the start date of the original retreat booking, but may be used for a retreat starting after that date as long as the booking is placed before that date.

If we have to cancel a retreat we will refund your booking fee. However, we will not be liable for any additional expenses you may have incurred with respect to the retreat. We will only cancel retreats in the most exceptional of circumstance and we will always give you maximum warning.

## **Waiting list Policy**

When a retreat is full we will add people to a waiting list without taking a booking fee. A waiting list is simply our way of noting that you are interested in attending a given retreat.

When a space becomes available on a retreat we will email all the people on the waiting list and also indicate on our website that the retreat has space and to call to book. We will give the space to the first person who calls and places a booking. By going on the waiting list you will receive notification that there is a space, however being on the waiting list does not give priority booking. We do this because we are not always able to fill places on retreats from the waiting lists.