



# Dhanakosa Cancellation, Transfers and Waiting lists policy update May 2022

## **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 will also be able to 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 will offer to transfer your booking fee to a new retreat if your cancellation is because of ill-health, reasons due to the control of infectious diseases, or on compassionate grounds. 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.

Prior to 2 weeks ahead of the retreat start dates we will contact people on the waiting list, by email and phone, in the order in which they have been added to the list.

Two weeks ahead of the retreat start date, we will contact the entire list by email and/or phone and fill the spaces on a first come / first served basis. This is because it is particularly difficult to fill retreat spaces at short notice.