

## Important Notes

1.	Please let us know about your <b>expected arrival time</b> on email at reception@ashiyana-yoga-goa.com or by phone on 0091- 9168911714 should you wish to have a <b>transfer from Goa airport</b> please advise of flight number and the exact date and time of arrival. The cost of airport pick up is <b>1500 INR</b> without air-conditioned car and <b>1700 INR</b> with A/C.
2.	Hotel check in time from: <b>02:00 pm</b> Hotel check-out time is: <b>10:30 am</b>

## General Terms & Conditions

1.	For any last minute cancellations or any changes to your existing reservation, please notify <b>the resort at reception@ashiyana-yoga-goa.com or by phone on 0091-9850401714</b> directly at least 24 hours prior to arrival; unless otherwise stated in the Hotel Policies below.
2.	All <b>direct payments</b> at Ashiyana Yoga Retreat Village can be settled by <b>cash only</b> in Indian Rupees, Euros or British Pounds due to our services unable to support credit cards in the Mandrem area. Alternatively <b>credit and debit cards</b> can be used to withdraw cash at the exchange office nearby (5 minute walk away) or at the ATM machine 15 minutes from the resort.
3.	Only after the deposit or payment is received <b>and the reservation is confirmed</b> , before that it is only a booking enquiry. All <b>completed bank transfers</b> must be supported with an email for our accounts - <b>mukesh@ashiyana-yoga-goa.com</b> with a copy of the bank payment confirmation (screenshot or official receipt). Ashiyana is not responsible for bank charges and foreign exchange fees on payments and refunds unless the cancellation is initiated by Ashiyana.
4.	We recommend that you book your spa treatments in advance to avoid disappointment during busy periods. Please get in contact with our Spa manager, Elsa on <a href="mailto:elsa@ashiyana-yoga-goa.com">elsa@ashiyana-yoga-goa.com</a> for any bookings or questions.
5.	Ashiyana Yoga Retreat Village <b>is not responsible or liable</b> for cancellations, delays, changes or losses caused by acts of God, war, closure of airports, civil strife, natural disasters, accidents or any other events beyond our control.  The same applies to guests' injuries, illnesses, medical or psychiatric conditions developed during or subsequent to the holiday.
6.	Although Ashiyana and the local area is very safe and we provide 24/7 security we accept no responsibility for <b>loss or damage</b> of your property left in your room during your stay unless such loss or damage was directly caused by our negligence.
7.	Please inform the teacher if you have any <b>injury or illness</b> that is relevant to mention. All instructions and guidance during classes may challenge you mentally and physically, but please always stop if you are feeling any pain or sickness. Ashiyana is not to be held responsible for injury or illness during or after classes and retreats. We ask that every student takes responsibility for themselves through out their stay, on and off the mat ☺
8.	Ashiyana is set in the beautiful mangrove surrounding in the Village of Mandrem. Being so close to the green environment around us, it does also mean that we are in contact with more nature than we might be used to. So it is not uncommon for us to see the friendly

	chipmunks, crows, frogs, geckos and other native <b>flora and fauna</b> around and in the resort.
9.	Our Ashiyana family includes dogs and cats who are very friendly and enjoy the yoga classes ☺
10.	<p>Whilst it is unlikely that we shall have to make <b>changes to bookings</b> or other matters, we reserve the right to do so at any time. We shall inform you as early as we are able to in the event that this is necessary. At our discretion Ashiyana reserves the right to give concessions and last minute discounts. This does not automatically entitle other guests to the same concessions or discounts.</p> <p>In the unlikely event that Ashiyana is unable to accommodate your booking due to unforeseen circumstances we will refund 100% of your payment or offer an alternative arrangement. Ashiyana is not to be held liable for flight costs.</p>
11.	Ashiyana is a peaceful, quiet resort – therefore we ask all guests to <b>maintain the silence and to respect the quiet hours</b> . Anybody causing excessive <b>disturbance</b> within the retreat grounds will be given one verbal warning. After which they will forfeit their booking at Ashiyana and will not receive any refund.
12.	If you are a light sleeper you may wish to bring earplugs as we are close to the sea, set within a cosy natural environment, there some local and national festival eg.Holi.
13.	Ashiyana tries to operate eco-friendly manner, therefore we kindly ask all guests to conserve the electricity and water. A welcome meeting is held every week to provide more information for our guests.
14.	Ashiyana provides <b>laundry service</b> through an outsourced company. We do not accept responsibility for delicate or non colour-fast items of clothing that are spoilt whilst being laundered.
15.	We recommend that all people traveling to India have comprehensive travel, cancellation & medical <b>insurance and visa</b> for the duration of the trip.
16.	We reserve the right to carry out maintenance works in your room as or when required. We may also carry out light building works during the season without prior warning. Any planned major works will be communicated to your in advance.
17.	Any lost keys will be subject to a 1000INR replacement fee; we reserve the right to take a key deposit.
18.	Due to restrictions on local services we experience occasional internet, electricity, and water outages.
19.	Please check that all your booking details on your booking form are correct.
20.	Ashiyana reserves the right to resell any rooms on which the monies have not been settled as per the agreement.
21.	Any specific menu requirements should be requested at least 30 days before the beginning of the retreat.

## Yoga Holidays & Trainings Specific Terms & Cancellation Policy

1.	We do not allow people to attend a retreat and stay outside unless specially agreed, this agreement will include a daily charge.
2.	For cancellations and changes in your existing booking please notify <a href="mailto:ashiyana@ashiyana-yoga-goa.com">ashiyana@ashiyana-yoga-goa.com</a>
3.	We require a 35% deposit (per person) at the time of booking (non-refundable)  The balance of your yoga holiday must be paid 2 months before arrival. Bookings within the last 2 months must be paid in full at time of booking.
4.	If a yoga holiday is cancelled the deposit is non-refundable and non-transferable, however the following refund policy applies to the balance of the holiday cost.  Cancellation 0 - 30 days before start date of holiday - 0% refund.  Cancellation 31 - 60 days before start date of holiday - 50% refund.
5.	Ashiyana is not to be held liable for flight costs.
6.	In the unlikely event that Ashiyana is unable to fulfill a yoga holiday booking we will refund 100% of your payment or offer an alternative arrangement.
7.	Ashiyana is not to be held liable for flight costs.

**Wishing you a pleasant stay! *The Ashiyana Yoga Retreat Village***