

Important Notes

1.	Please check your booking form and confirmation that all details and stay dates are correct.
2.	Ashiyana Goa's season runs 1 Oct to 30 April each year. We are closed for the monsoon May to September. Low season runs 1-31 Oct and 1-30 April - during these dates there may still be some packing up and down both within Ashiyana and in the local area, some facilities may not be available. High season runs 20 Dec to 10 Jan - during these dates classes may be busier than usual and we may run two classes to accommodate this depending on demand. Main season is applicable to all other in season dates.
3.	Hotel check in time from: 02:00 pm Hotel check-out time is: 10:30 am . We do not offer an early or late check in/out service, but we do have chill out areas and showers you are able to use until you can have access to your room. You can store your bags in the reception area.
4.	If you wish to have a transfer from Goa airport please let us know your flight number, date and exact arrival time via email to reception@ashiyana.com or by phone on 0091-9168911714. The cost of one-way airport pick-up is 1700 INR without air-conditioned car and 1900 INR with A/C.
5.	We recommend that you book your spa treatments in advance to avoid disappointment during busy periods. Please get in contact with our Spa team on spa@ashiyana.com for any bookings or questions.
6.	We recommend that all people traveling to India have comprehensive travel, cancellation & medical insurance and the correct visa for the duration of the trip.

Specific Payment Terms & Cancellation Policy

1.	Only after the deposit or payment is received is the reservation confirmed, before that it is only a booking enquiry.
2.	We require a 35% deposit at the time of booking (non-refundable) to secure your reservation. The balance of your yoga holiday must be paid in full 2 months before arrival . Bookings within the last 2 months must be paid in full at time of booking.
3.	All bank transfers made must be supported with an email for our accounts to ashiyana@ashiyana.com with a copy of the bank payment confirmation (screenshot or official receipt). Ashiyana is not responsible for any bank charges and foreign exchange fees on payments and refunds unless the cancellation is initiated by Ashiyana.

4.	All direct payments at Ashiyana Yoga Retreat Village, up to the value of 250 Euro, can be settled by cash only in Indian Rupees, Euros or British Pounds due to our services being unable to support credit cards. Credit and debit cards 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. If your bill during your stay comes to over 250 Euro we will accept cash or bank transfer.
5.	For any cancellations or changes to your existing reservation , please notify the resort at ashiyana@ashiyana.com or by phone on 0091-9850401714 directly at least 24 hours prior to arrival.
6.	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.
7.	Ashiyana Yoga Retreat Village is not responsible or liable for cancellations, delays, changes or losses caused by acts of God, war, closure of airports, civil strife, natural disasters, accidents, visa issues 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.
8.	Ashiyana is not to be held liable for any flight costs.
9.	Whilst it is unlikely that we shall have to make changes to bookings 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. 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.
10.	Ashiyana reserves the right to resell any rooms on which the monies have not been settled as per the agreement.
1.	We do not allow people to attend a group retreat and stay outside unless specially agreed; this agreement will include a daily charge.

General Terms and Conditions

1.	Our Ashiyana family includes dogs and cats who are very friendly. They enjoy the yoga classes and dining with the guests. So, do expect to come into contact with a little animal hair :-)
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2.	Although Ashiyana and the local area is very safe and we provide 24/7 security we accept no responsibility for loss or damage of your property left in your room during your stay unless such loss or damage was directly caused by our negligence.
3.	Please inform the teacher if you have any injury or illness 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 throughout their stay, on and off the mat :-)
4.	Any specific food/dietary requirements should be requested at least 30 days before the beginning of the retreat. This can be done via the booking form at time of booking or by emailing ashiyana@ashiyana.com.
5.	Ashiyana tries to operate in an eco-friendly manner, therefore we kindly ask all guests to conserve the electricity and water.
6.	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, and for when local/national festivals happen, e.g. Holi.
7.	Ashiyana provides laundry service through an outsourced company. We do not accept responsibility for delicate or non-colourfast items of clothing that are spoilt whilst being laundered.
8.	Due to restrictions on local services we experience occasional internet, electricity, and water outages. This is beyond our control so please show patience!
9.	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 you in advance.
10.	Ashiyana is set in the beautiful mangrove surrounding 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. It is not uncommon for us to see the friendly chipmunks, crows, frogs, geckos and other native flora and fauna around and in the resort.
11.	Any lost keys will be subject to a 1000 INR replacement fee; we reserve the right to take a key deposit.
12.	Ashiyana is a peaceful, quiet resort – therefore we ask all guests to maintain the silence and to respect the quiet hours . Anybody causing excessive disturbance 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.

Wishing you a pleasant stay at Ashiyana Yoga Centre!