

Terms & Conditions

Japan Yoga Retreat Tour

These Terms & Conditions apply to the Japan Yoga Retreat Tour operated by Yoga Studio EN (the Organizer). By paying a deposit or otherwise confirming a booking, the participant agrees to these Terms & Conditions.

1. Booking and Acceptance

1.1 A booking is confirmed only when we have received your completed booking form and the required deposit.

1.2 All bookings are subject to availability and written confirmation by the Organiser.

1.3 The Organiser reserves the right to decline a booking where participation may be unsuitable for health, safety, legal, or operational reasons.

2. Tour Inclusions

Unless otherwise stated in writing, the tour price includes:

- 6 nights' accommodation
- Breakfast and dinner daily
- Two yoga classes and/or wellness or cultural activities per day
- Accompaniment by a dedicated yoga instructor
- English interpretation and on-site assistance
- Zen meditation experience at Hokoji Temple
- Use of a group practice space
- Activity admission fees and experience fees
- Onsen bathing fee
- Buddhist prayer ceremony
- A welcome gift
- Pick-up and drop-off from the Hamamatsu bullet train station
- English itinerary and packing guide
- Pre-retreat orientation session via Zoom
- Emergency contact support during the retreat
- Advance confirmation of dietary requirements
- Check-in assistance with English interpretation

- Luggage support during domestic transfers, where applicable

3. Tour Exclusions

Unless specifically stated otherwise, the tour price does not include:

- International or domestic airfares to and from Japan
- Passport, visa, or entry-related costs
- Travel insurance
- Lunches, unless specifically listed
- Personal purchases and souvenirs
- Additional snacks, beverages, or minibar items
- Optional activities not listed in the confirmed itinerary
- Laundry and personal expenses
- Medical expenses
- Airport transfers, unless specifically included in writing
- Single room surcharge, where applicable

4. Price and Payment

4.1 All prices are stated in [AUD / JPY] unless otherwise specified.

4.2 A deposit of 10% of the total tour price per person is required at the time of booking to confirm your place.

4.3 The remaining balance must be paid in full no later than one month prior to the departure date.

4.4 If the balance is not received by the due date, the Organiser may treat the booking as cancelled and apply the cancellation charges set out below.

4.5 Prices are based on costs, exchange rates, and supplier charges current at the time of publication. We reserve the right to correct any obvious errors and, where permitted by law, to adjust prices before final payment in the event of significant increases in supplier costs, transport costs, taxes, fees, or exchange rates.

5. Minimum Numbers

5.1 A private departure requires a minimum of 10 participants

5.2 If the minimum number is not reached, the Organiser may cancel the tour and will refund amounts paid to us for the cancelled tour, or offer transfer to another departure date or tour.

5.3 The Organiser is not responsible for any separate arrangements booked independently by you, including flights, insurance, or additional accommodation, except to the extent required by law.

6. Participant Cancellation

6.1 If you cancel your booking, the following cancellation charges may apply:

- More than 90 days before departure: deposit forfeited
- 61–90 days before departure: 50% of the total tour price
- 31–60 days before departure: 75% of the total tour price
- 30 days or less before departure: 100% of the total tour price

6.2 Any refund may be reduced by non-recoverable costs already committed to third-party suppliers on your behalf.

6.3 If your place can be resold, we may, at our discretion, offer a partial refund or transfer less unrecoverable administrative and supplier costs.

6.4 Any cancellation request must be made in writing and is effective from the date received by the Organiser.

6.5 Nothing in this clause limits any non-excludable rights you may have under applicable consumer law.

7. Changes Requested by the Participant

7.1 Requests to change booking details, transfer to another departure, or substitute a participant are subject to availability and supplier approval.

7.2 An administration fee of AUD\$50 per change may apply, in addition to any supplier fees or fare differences.

7.3 We are not obliged to accept change requests after final payment or within 30 days of departure.

8. Changes or Cancellation by the Organiser

8.1 The Organiser may make reasonable changes to the itinerary where necessary due to weather, road conditions, safety concerns, temple operations, instructor availability, local regulations, force majeure events, or other circumstances beyond our reasonable control.

8.2 We will use reasonable efforts to provide a comparable substitute for any material part of the itinerary, but exact activities, venues, teachers, accommodation rooms, and transport arrangements cannot be guaranteed.

8.3 If we cancel the tour for reasons other than your breach of these Terms, we will offer, at our discretion and subject to applicable law:

- a transfer to another departure, or
- a refund of monies paid to us for the cancelled portion of the tour.

9. Force Majeure

9.1 We are not liable for failure to perform, delay, or changes caused by events beyond our reasonable control, including but not limited to natural disasters, extreme weather, fire, flood, pandemic or epidemic events, government restrictions, war, civil unrest, strikes, transport disruption, road closures, supplier insolvency, or temple closure.

9.2 In such circumstances, we may make changes to the itinerary, postpone the tour, suspend part of the services, or cancel the tour.

9.3 Where monies paid to suppliers are non-recoverable, refunds and credits may be limited accordingly, subject always to your rights under applicable law.

10. Health, Fitness, and Participation

10.1 By booking, you confirm that you are physically and mentally fit to participate in yoga classes, temple stays, walking activities, cultural activities, and travel in a group environment.

10.2 You must disclose, before booking or as soon as possible thereafter, any medical condition, injury, allergy, mobility issue, mental health condition, dietary restriction, or other circumstance that may affect your participation or the safety of yourself or others.

10.3 The Organiser may decline, remove, or restrict participation in any activity if, in the reasonable opinion of the Organiser, the yoga instructor, or a local supplier, participation may create a risk to you or others.

10.4 You are responsible for taking your own medications and for obtaining medical advice before travel if needed.

11. Yoga and Activity Disclaimer

11.1 Participation in yoga, meditation, onsen, temple activities, and other retreat activities is voluntary.

11.2 You participate at your own risk and are responsible for listening to your body, working within your own limits, and informing the instructor of any injuries or concerns.

11.3 The Organiser and instructors are not medical professionals and do not provide medical advice, diagnosis, or treatment.

12. Dietary Requirements

12.1 We will make reasonable efforts to communicate dietary requirements to accommodation providers and meal suppliers if advised in advance.

12.2 However, we cannot guarantee that all dietary needs, allergies, preferences, or cross-contamination risks can be fully accommodated.

13. Accommodation

13.1 Accommodation may be in traditional Japanese-style temple lodging and may differ from hotel-style accommodation.

13.2 Participants acknowledge that facilities may include shared bathrooms, shared toilets, futon bedding, stairs, and traditional room layouts.

13.3 Room allocation is at the Organiser's discretion unless a specific room type has been confirmed in writing.

13.4 Single occupancy may not always be available and, where offered, will incur an additional charge.

14. Transport and Baggage

14.1 Private vehicle transport during the retreat is included only as stated in the itinerary.

14.2 Participants are responsible for ensuring their luggage is suitable for the retreat environment and transfer arrangements.

14.3 We may impose reasonable luggage limits for safety and operational reasons.

14.4 While reasonable care will be taken, baggage and personal belongings remain at your own risk.

15. Travel Documents and Compliance

15.1 You are responsible for holding a valid passport, obtaining any required visa or travel authority, and complying with all entry, exit, health, and customs requirements.

15.2 No refund will be given for failure to travel due to insufficient travel documentation, except where required by law.

16. Travel Insurance

16.1 Comprehensive travel insurance is strongly recommended and should cover, at minimum, cancellation, medical expenses, evacuation, personal belongings, and personal liability.

16.2 It is your responsibility to ensure your insurance is suitable for the activities included in the retreat.

17. Behavior and Conduct

17.1 Participants are expected to behave respectfully toward the temple, local customs, fellow guests, instructors, drivers, and staff.

17.2 The Organiser may remove a participant from the tour, without refund for the unused portion, if the participant behaves in a way that is unsafe, unlawful, abusive, disruptive, intoxicated, or incompatible with the retreat environment.

17.3 The participant will be responsible for any loss, damage, delay, penalty, or additional expense caused by their conduct.

18. Photography and Media

18.1 From time to time, photos or videos may be taken during the retreat for promotional purposes.

18.2 By participating, you consent to the reasonable use of such images unless you notify us in writing before the retreat that you do not wish to be photographed or recorded.

19. Liability

19.1 To the maximum extent permitted by law, the Organiser is not liable for any indirect, consequential, or incidental loss, including loss of enjoyment, loss of opportunity, or additional costs arising from events beyond our reasonable control.

19.2 Nothing in these Terms excludes, restricts, or modifies any consumer guarantee, statutory right, or remedy that cannot lawfully be excluded.

19.3 Where liability cannot be excluded but may lawfully be limited, our liability is limited to the extent permitted by law.

20. Complaints

20.1 If you have a complaint during the retreat, you must raise it promptly with the Organiser or on-site representative so that we have an opportunity to address it.

20.2 If the matter is not resolved during the retreat, you should submit a written complaint within 14 days of the end of the tour.

21. Governing Law

These Terms & Conditions are governed by the laws of **New South Wales, Australia**, unless otherwise required by applicable law. Any dispute will be subject to the non-exclusive jurisdiction of the courts of New South Wales.

22. Severability

If any part of these Terms is found to be invalid or unenforceable, the remaining provisions will continue in full force and effect.