

Yoga Studio EN



ZEN & YOGA RETREAT JAPAN

Refund Policy

Effective Date: August 10, 2025

Organizer: Yoga Studio EN

Contact: info@yogazen.com.au

1. Purpose

This Refund Policy outlines the terms under which participants may request a refund for the ZEN & YOGA RETREAT JAPAN program. All refund requests are subject to the conditions set forth herein and in the retreat's official Terms & Conditions.

2. Participant Cancellation

Refund eligibility is determined based on the date the cancellation request is received by the Organizer:

- **More than 60 days before the retreat start date:**
Eligible for a **10% refund** of the total amount paid (excluding bank or transfer fees).
 - **31 to 59 days before the retreat start date:**
Eligible for a **30% refund** of the total amount paid.
 - **30 days or less before the retreat start date:**
No refund will be provided.
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3. Organizer Cancellation

If the retreat is cancelled by the Organizer for any reason:

- Participants will receive a **full refund** of all payments made to the Organizer.
 - The Organizer is **not responsible** for any additional costs incurred by participants, including airfare, accommodation outside the retreat program, or other travel-related expenses.
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[AUSTRALIA] Clontarf, Sydney, NSW Tel: +61 414 75 8295
Info@yogazen.com.au



4. Refund Process

4.1 Refund requests must be made **in writing** to:

Email: info@yogazen.com.au

4.2 Approved refunds will be processed within **14 business days** from the date of confirmation.

4.3 Refunds will be made via the same payment method originally used, unless otherwise agreed in writing.

5. Non-Refundable Items

The following are non-refundable under all circumstances:

- Bank transfer or payment processing fees
- Travel insurance premiums
- Costs of flights or transportation not arranged by the Organizer
- Additional optional activities not included in the retreat package

6. Force Majeure

In the event that the retreat cannot be held due to circumstances beyond the Organizer's reasonable control (including natural disasters, pandemics, or government restrictions), the Organizer will offer either:

- A credit towards a future retreat, or
- A partial refund, determined at the Organizer's discretion, after deducting any non-recoverable costs.

By confirming your booking and submitting payment, you acknowledge that you have read and understood this Refund Policy and agree to its terms.