

# Ipswich Buddhist Centre

## Retreats and Events Booking Policy

### Deposit and Payment

A deposit or the full amount must be paid at the time of booking. The full cost of the event must be paid at least two weeks before the start of the event. If it is less than two weeks before the event starts then the full cost of the event must be paid at the time of booking.

Deposits are not refundable or transferable. We do however allow you 7 working days after you make your deposit to change your mind within which time we will allow a full refund of any monies paid towards an event.

### Courses and other events - Deposit and Payment

Courses and all other events must be paid for in full at the time of booking.

### Retreats Deposit & Payment

For residential retreats a deposit of £50 or the full amount must be paid at the time of booking.

### Confirmation

We will confirm your booking upon receipt of payment. Please check the details of confirmation immediately - we cannot accept any liability for incorrect booking details unless you notify us in writing within 7 days. No booking is final until payment is received in full. We reserve the right not to accept a booking in which case any payment will be refunded.

### Cancellation Policy

The balance for a retreat is due 2 weeks before the starting date. Please let us know as soon as possible if you need to cancel your booking, as others may be waiting for a place on that event.

In the event of a cancellation, deposits are non-refundable and non-transferable.

### Concessions and Free places

The concessionary rate applies to: students on a full-time course; people on a state or low pension; people not working and drawing state benefits; and people employed in Triratna Buddhist Community TBRLs.

We do like people to come on our events and if cost is an issue for you then sometimes we can offer a free place on a course or retreat.

If you wish to take advantage of a concessionary or free place then please contact the organiser or discuss with an Order Member before booking.

## **Refunds**

### **Extenuating circumstances**

In extenuating circumstances we will consider refunding deposits or payments at our discretion. If such circumstances apply then a letter or email should be written to the Ipswich Buddhist Centre explaining the circumstances. In all cases we will retain the sum of £10 to cover our administration costs.

### **Cancellation by the Centre**

We endeavour to run all the events we advertise. However, in exceptional circumstances we may have to cancel an event. In this case we shall, of course, refund all of your payments in full.

## **Your welfare and safety.**

If you haven't been on a retreat or event with us before, please contact the organiser or discuss with an Order Member before booking, to check that the event is suitable for you and will enable you to get the most from the event.

### **Are you well enough to come on retreat?**

For your own welfare and safety please let us know if you have any special needs, disabilities or serious health problems such as diabetes or epilepsy. If you have a clinical mental health condition (particularly if you are on medication), please contact the organiser before booking, to check that the event is suitable for you and will enable you to get the most from your stay.

## **Residential Retreats**

### **Accommodation**

Accommodation is normally in small dormitories, dependant upon the venue we have chosen for the retreat. If you have specific accommodation requirements please ensure that you notify us when you book as we cannot guarantee that we'll be able to meet your requirements when you arrive.

### **Restricted Diets**

Were meals are provided, such as on residential retreats, we can provide simple alternative meals at lunch and dinner for those with a restricted medical diet. We offer rice cakes, oat cakes and Ryvita as an alternative to bread. We do not offer any alternative restricted diet meals at breakfast. If you bring food with you, you may store it in the dining area, but please do not bring meat or fish of any kind. All our food is vegan.

## **Finally**

Whilst we seek to support the needs of all those who wish to attend an Ipswich Buddhist Centre retreat or event, we may contact you at our discretion to say it won't be possible for you to attend a particular event.