



Booking Terms and Conditions

Sen Wellness Sanctuary - bookings administered by Sen Sutra Ltd

1. Acceptance onto a Retreat

Acceptance onto a retreat or stay at Sen Wellness Sanctuary ("the Sanctuary") is subject to:

- your acceptance of these Booking Terms and Conditions;
- our receipt of your deposit / payment and written confirmation from Sen Wellness; and
- our receipt of your completed Pre-Retreat Form, including full and accurate disclosure of any pre-existing medical conditions, treatments, surgeries, allergies and intolerances.

It is each guest's responsibility to check their reservation and ensure the details of their booking are correct. Payment of a deposit and associated retreat fees constitutes acceptance of these Booking Terms and Conditions.

The minimum age for any participant is 18, unless otherwise agreed with us in writing at our discretion.

2. Our International Care and Retreat Services

Sen Sutra Ltd is a company registered in England and Wales and is responsible for coordinating and overseeing your personalised retreat journey. This may include the initial enquiry process, pre-retreat health assessment, online consultations where appropriate, suitability review, personalised programme planning, and ongoing professional oversight provided by our Medical Director, a UK-registered Osteopath. Where appropriate, post-retreat follow-up consultations may also be provided to support continuity of care.

The on-site elements of your retreat are delivered at Sen Wellness Sanctuary, Rekawa Road, Netolpitiya, Tangalle, Sri Lanka. These services may include accommodation, Ayurvedic consultations and treatments, osteopathic consultations and treatment, yoga, meditation, wellness therapies, lifestyle guidance, and other personalised health and wellbeing services delivered by our Medical Director together with our qualified Ayurvedic Doctors and experienced practitioner team.

Our retreats are founded on an integrative model of care, combining evidence-informed healthcare with traditional systems of healing to provide a personalised programme tailored to each guest's individual needs and wellbeing goals.

By confirming a booking, guests enter into a contract with Sen Sutra Ltd for the provision and coordination of these integrated retreat services, with the on-site elements of the programme delivered at Sen Wellness Sanctuary in Sri Lanka.

3. Deposits and Payment

We require a 50% deposit at the time of booking, with the remaining balance due upon arrival at the Sanctuary.

4. Cancellations

- Cancellations made 30 days or more before the retreat start date will incur a US\$100 administration fee, with the remaining balance of any payment made refunded to you.
- Cancellations made within 30 days of the retreat start date will result in forfeiture of your deposit (50% of the total booking value).

We aim to be as compassionate as possible with our cancellation policy. In exceptional circumstances, and entirely at our discretion and subject to availability, we may permit re-booking to alternative dates instead of applying the standard cancellation charge.

Cancellations must be requested in writing and take effect only once confirmed by us in writing.

If we need to change the retreat programme for any reason, we will notify you as soon as reasonably possible.

We do not issue refunds or discounts for late arrival, early departure, missed flights, travel delays, illness, or irregularities with your travel documentation. It is your responsibility to hold travel insurance that covers your booking, including cancellation, curtailment, illness, personal property, and travel delay. We do not accept liability for loss of or damage to your personal property, or for any medical condition that may develop before, during, or after your stay; your travel insurance should cover these and any other contingencies.

5. Force Majeure

Neither party shall be liable for any failure or delay in performing its obligations under these terms where such failure or delay results from a cause beyond that party's reasonable control, including but not limited to: travel disruption, airline cancellation or rescheduling, government restrictions or travel advisories, natural disasters, extreme weather, civil unrest, strikes, and pandemics or other public health emergencies.

Where such an event affects your ability to travel or our ability to deliver your retreat, we will work with you in good faith to find a fair resolution, which may include rescheduling your stay, subject to availability. This clause does not override the cancellation terms set out in Section 4 above.

6. Our Integrative Approach to Health and Wellbeing

Every retreat at Sen Wellness Sanctuary is personalised and overseen by our Medical Director, a UK-registered Osteopath, in collaboration with our qualified Ayurvedic Doctors. Your programme is designed following careful consideration of your medical history, current health, lifestyle, and personal goals to ensure it is both safe and appropriate for your individual needs.

Our integrative approach combines Ayurveda, osteopathy, yoga, meditation, nutrition, and lifestyle guidance to support your overall health and wellbeing. While our programmes can complement your healthcare journey, they are not intended to replace the diagnosis, treatment, or ongoing care provided by your physician or other healthcare professionals.

7. Medical Suitability and Disclosure

You must inform us at the time of booking, via your Pre-Retreat Form, of any pre-existing medical conditions, treatments, surgeries, allergies and intolerances. Failure to disclose this information may result in you being unable to take part in some or all of the retreat programme.

Participation in any treatment or activity is subject to medical suitability as assessed by our team. We reserve the right to modify, limit, or decline any part of a programme where we reasonably believe that participation would not be in the best interests of your health and safety.

8. Transfers

Transfers to and from the Sanctuary are provided by third-party drivers engaged on your behalf, and are undertaken entirely at your own risk.

9. Guest Conduct

We reserve the right to decline, refuse, or cancel a booking, at our discretion, where a guest's conduct is discriminatory, derogatory, or disrespectful towards our guests, team, or the Sanctuary itself. This is addressed further in our website Terms of Conditions.

10. Data and Privacy

We do not store any banking data, and we do not share your personal information with third parties other than as necessary to deliver your booking (for example, with transfer drivers) or as set out in our Privacy Policy.

11. Governing Law

These Booking Terms and Conditions are governed by the laws of England and Wales. Nothing in these terms affects your statutory rights.