Booking Terms and Conditions

Sen Wellness Sanctuary | Bookings administered by Sen Sutra Ltd | Last updated: 13th October 2026

1. Introduction and interpretation

1.1 These terms and conditions ("Booking Terms") apply to every booking for a retreat or stay at Sen Wellness Sanctuary and to the services described in them. Please read them carefully before you book.

1.2 In these Booking Terms:

"Booking Confirmation" means the written confirmation we issue under clause 3.3;

"Company", "we", "us" and "our" mean Sen Sutra Ltd, a company incorporated in England and Wales , whose registered office is at 66 Wimpole Street, London W1G 8AW;

"Medical Director" means [Dr Sam Kankanamge], our Medical Director, who is an osteopath registered in the United Kingdom [with the General Osteopathic Council under registration number];

"On-Site Services" has the meaning given in clause 2.3;

"Pre-Retreat Form" means the form we require each guest to complete before a Retreat, including the health and medical disclosure it contains;

"Programme" means the personalised programme of Services described in or referred to in your Booking Confirmation;

"Retreat" means the retreat or stays at the Sanctuary identified in your Booking Confirmation;

"Sanctuary" means Sen Wellness Sanctuary, Rekawa Road, Netolpitiya, Tangalle, Sri Lanka;

"Services" means the UK Services and the On-Site Services together;

"UK Services" has the meaning given in clause 2.2;

"Website Terms" means the website terms and conditions published at www.senwellnesssanctuary.com; and

"you" and "your" mean the guest named in the booking and, where a booking is made for more than one guest, each of them.

1.3 In these Booking Terms: (a) clause headings do not affect interpretation; (b) the words "including" and "in particular" are illustrative and do not limit the generality of the words preceding them; and (c) a reference to legislation is a reference to that legislation as amended or re-enacted from time to time.

1.4 These Booking Terms should be read together with the Website Terms. If there is any conflict between them in relation to a booking, these Booking Terms prevail.

2. Who provides the Services

2.1 Sen Sutra Ltd is responsible for coordinating and overseeing your personalised retreat journey. By confirming a booking, you enter into a contract with Sen Sutra Ltd for the provision and coordination of integrated retreat services, with the on-site elements of the Programme delivered at the Sanctuary in Sri Lanka.

2.2 Where appropriate, we will provide the following services from the United Kingdom (the "UK Services"):

(a) the initial enquiry process;

(b) a pre-retreat health assessment;

(c) online consultations;

(d) a suitability review;

(e) personalised Programme planning;

(f) ongoing professional oversight by the Medical Director; and

(g) post-retreat follow-up consultations to support continuity of care.

2.3 The on-site elements of your Retreat are delivered at the Sanctuary in Sri Lanka (the "On-Site Services"). They may include accommodation and meals, Ayurvedic consultations and treatments, osteopathic consultations and treatment, yoga, meditation, wellness therapies, lifestyle guidance and other personalised health and wellbeing services, delivered by the Medical Director together with our qualified Ayurvedic Doctors and experienced practitioner team.

2.4 Our Retreats are founded on an integrative model of care, combining evidence-informed healthcare with traditional systems of healing, to provide a Programme tailored to your individual needs and wellbeing goals.

2.5 The Services included in your Programme will be those set out in or referred to in your Booking Confirmation, and depend on the package you select, your individual suitability and availability.

2.6 We will provide the Services with reasonable skill and care.

2.7 You acknowledge that the On-Site Services are delivered in Sri Lanka in accordance with the law and professional standards applicable there, and that the regulatory framework applying to healthcare services delivered in Sri Lanka may differ from that applying in the United Kingdom.

3. Booking and acceptance

3.1 Acceptance onto a Retreat is subject to:

(a) your acceptance of these Booking Terms;

(b) our receipt of your deposit or payment and our issue of a Booking Confirmation; and

(c) our receipt of your completed Pre-Retreat Form, including full and accurate disclosure of any pre-existing medical conditions, treatments, surgeries, allergies and intolerances.

3.2 Payment of a deposit and associated Retreat fees constitutes your acceptance of these Booking Terms.

3.3 A binding contract between you and us comes into existence when we issue a written Booking Confirmation (RECEIPT and acknowledgement of the paid deposit)

3.4 You are responsible for checking your reservation and ensuring that the details of your booking are correct. Please tell us promptly if you identify any error.

3.5 The minimum age for any participant is 18, unless we agree otherwise in writing at our discretion.

3.6 Where you make a booking by distance means (for example online, by email, by social media or by telephone), you acknowledge that the Services include accommodation and services related to leisure activities to be provided on a specific date or for a specific period. To the extent that this is the case, you will not have the 14-day right to cancel under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (regulation 28(1)(h)), and your rights to cancel are those set out in clause 6. This clause does not affect any right that cannot lawfully be excluded.

4. Health disclosure and medical suitability

4.1 You must inform us at the time of booking, by completing the Pre-Retreat Form, of any pre-existing medical conditions, current medication, treatments, surgeries, allergies and intolerances.

4.2 The information you provide must be accurate and complete. You must tell us promptly of any material change in your health before or during the Retreat.

4.3 We may carry out a pre-retreat health assessment and suitability review, and the Medical Director may ask you for further information or for an online consultation before a booking is confirmed or a Programme is finalised.

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

4.5 Failure to disclose the information required by this clause 4 may result in you being unable to take part in some or all the Programme. Where we decline or limit your participation because you failed to disclose material information, we may treat the booking as cancelled by you under clause 6.

4.6 Where we decline or materially modify a Programme for clinical reasons that do not arise from your failure to disclose information, we will explain the options available to you, which may include an alternative Programme or alternative dates or a refund of sums paid for the part of the Programme in which you cannot take part.

5. Prices, deposit and payment

5.1 The price of your booking, and the currency in which it is payable, will be stated in your Booking Confirmation.

5.2 We require a deposit of 50% of the total booking value at the time of booking. The remaining balance is due on your arrival at the Sanctuary, unless your Booking Confirmation (RECEIPT) states otherwise.

5.3 We accept the payment methods identified during the booking process. You must obtain payment instructions only from an authorised representative of the Company or through an official Company payment channel, and you should verify any payment instructions received by other means before making payment.

5.4 If we identify an obvious pricing or administrative error, we will notify you and explain the options available to you. We will not alter the price of a confirmed booking without a contractual or legal basis for doing so.

6. Cancellation by you

6.1 You must request any cancellation in writing, using the contact details in clause 20.

6.2 If you cancel 30 days or more before the Retreat start date, we will charge an administration fee of US$100 and will refund the remainder of any payment you have made to us.

6.3 If you cancel within 30 days of the Retreat start date, you will forfeit your deposit (being 50% of the total booking value), and no further sum will be payable by you in respect of the cancelled booking.

6.4 Your cancellation takes effect on the date on which we receive your written notice, if we confirm it to you in writing. We will do so promptly and in any event within [two] working days.

6.5 You acknowledge that the charges in clauses 6.2 and 6.3 are proportionate to our legitimate interest in protecting the capacity reserved for you, the scheduling of our practitioners and the third-party costs we commit to in preparing for your Retreat.

6.6 In exceptional circumstances, and entirely at our discretion and subject to availability, we may permit you to re-book to alternative dates instead of applying the charges in clauses 6.2 and 6.3.

6.7 We will consider a request to change your Retreat dates, subject to availability. Unless we agree otherwise in writing, we may treat such a request as a cancellation and a new booking.

6.8 Subject to clauses 7 and 9 and to your statutory rights, we do not issue refunds or discounts for late arrival, early departure, missed flights, travel delays, illness or irregularities with your travel documentation.

7. Changes and cancellation by us

7.1 If we need to change your Programme for any reason, we will notify you as soon as reasonably possible.

7.2 If we make a significant change to your Programme before the Retreat begins, or we need to cancel your booking (other than under clause 4, 9 or 13), we will offer you the choice of: (a) accepting the change; (b) alternative dates or an alternative Programme; or (c) a full refund of all sums you have paid, without any administration fee.

7.3 This clause 7 does not affect any other right or remedy you may have under the law.

8. Travel, insurance and personal property

8.1 You are responsible for your own travel arrangements, and for ensuring that your passport, visa and other travel documentation comply with the entry requirements for Sri Lanka.

8.2 You must hold travel insurance that covers your booking, including cancellation, curtailment, illness, medical expenses, personal property and travel delay, and you should arrange it when you book.

8.3 We are not liable for loss of or damage to your personal property, except to the extent caused by our negligence or breach of contract.

8.4 We are not liable for any medical condition that develops before, during or after your stay, except to the extent that it is caused by our negligence or breach of contract.

8.5 Your travel insurance should cover the matters referred to in this clause 8 and any other contingencies.

9. Events outside our reasonable control

9.1 Neither party is liable for any failure or delay in performing its obligations under these Booking Terms where the failure or delay results from a cause beyond that party's reasonable control, including 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.

9.2 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.

9.3 Where such an event prevents us from delivering your Retreat and rescheduling is not agreed, we will refund the sums you have paid, less any reasonable and unavoidable costs we have already incurred on your behalf, which we will evidence on request.

9.4 Where such an event affects only your ability to travel, clause 6 continues to apply, unless we agree otherwise in writing.

9.5 This clause 9 does not affect any statutory right you may have.

10. Our integrative approach to health and wellbeing

10.1 Every Retreat is personalised and overseen by the Medical Director, in collaboration with our qualified Ayurvedic Doctors. Your Programme is designed following careful consideration of your medical history, current health, lifestyle and personal goals, so that it is safe and appropriate for your individual needs.

10.2 Our integrative approach combines Ayurveda, osteopathy, yoga, meditation, nutrition and lifestyle guidance to support your overall health and wellbeing.

10.3 Our Programmes can complement your healthcare journey but are not intended to replace the diagnosis, treatment or ongoing care provided by your physician or other healthcare professionals. You should not stop or change any prescribed medication without first consulting your doctor.

10.4 Individual responses to a Programme vary and we do not guarantee any improvement, recovery, cure or other health outcome.

10.5 The Sanctuary is not a hospital or emergency medical facility. If you require emergency medical care during your stay, we will arrange for you to be taken to the nearest appropriate medical facility. You are responsible for the cost of that care and transport, which should be covered by your travel insurance.

11. UK Services and online consultations

11.1 UK Services may include consultations conducted by video, telephone or other remote means by the Medical Director or another appropriate practitioner, before and after your Retreat.

11.2 You acknowledge that:

(a) a remote consultation has limitations, including that it does not permit a physical examination, and the practitioner may decide that an in-person assessment is needed, decline to proceed or advise you to seek care elsewhere;

(b) our UK Services are not an emergency service and, in an emergency, you must contact your local emergency services;

(c) our UK Services do not replace your general practitioner or other usual healthcare providers;

(d) you must tell us where you are located at the time of any consultation, and must ensure that you are in a private and suitable place with an adequate connection; and

(e) you must not record a consultation without our prior written consent.

11.3 With your consent, we may share relevant information with your general practitioner or other healthcare professionals.

11.4 We will keep clinical records in accordance with applicable law and our Privacy Policy.

11.5 Post-retreat follow-up consultations may be provided where appropriate. If any additional charge applies, we will tell you and agree it with you before the follow-up takes place.

12. Transfers

12.1 We arrange transfers to and from the Sanctuary on your behalf. They are provided by independent third-party drivers, who are not our employees.

12.2 We will exercise reasonable care in selecting the drivers we engage. Subject to clause 15.1, we are not liable for the acts or omissions of those drivers, except to the extent that the loss is caused by our failure to exercise that care or where the law provides otherwise.

13. Guest conduct

13.1 You must comply with clause 9 (Guest conduct and Sanctuary rules) of the Website Terms.

13.2 We may decline, refuse or cancel a booking, or end a guest's participation in a Retreat, where the guest's conduct is discriminatory, derogatory or disrespectful towards our guests, our team or the Sanctuary, or where clause 9 of the Website Terms otherwise applies.

13.3 We will act proportionately and in accordance with the circumstances of the case. Where we cancel a booking or end participation under this clause, you will not be entitled to a refund of sums paid for any part of the Retreat that you do not complete, except where the law requires otherwise.

14. Data and privacy

14.1 We process your personal data in accordance with our Privacy Policy and applicable data protection law.

14.2 We do not store any banking data. Payments are processed by [payment provider].

14.3 We do not share your personal information with third parties other than as necessary to deliver your booking (for example, with transfer drivers, payment providers and the practitioners delivering the On-Site Services) or as set out in our Privacy Policy.

14.4 Information about your health is special category personal data. Because the On-Site Services are delivered in Sri Lanka, relevant health information will be shared with the practitioners there, in accordance with the safeguards described in our Privacy Policy.

14.5 Where consent is legally required for any processing of your personal data, we will obtain it separately and in the appropriate manner.

15. Liability

15.1 Nothing in these Booking Terms excludes or limits our liability for: (a) death or personal injury caused by our negligence; (b) fraud or fraudulent misrepresentation; or (c) any other liability that cannot lawfully be excluded or limited.

15.2 Subject to clause 15.1, we are responsible for loss or damage you suffer that is a foreseeable result of our breach of these Booking Terms or our negligence, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it was an obvious consequence of our breach or if it was contemplated by you and us at the time the contract was formed.

15.3 We are not liable for any loss or damage to the extent that it is caused by an event described in clause 9, or by your failure to give us accurate and complete health information or to follow our reasonable instructions.

15.4 Nothing in these Booking Terms affects your statutory rights, including your right to have the Services provided with reasonable care and skill.

16. Complaints

16.1 If you have a complaint, please contact us using the details in clause 20. We will acknowledge it within [five] working days and aim to respond substantively within [28] days.

16.2 Where appropriate, the parties may seek to resolve a dispute through good-faith discussions or an agreed alternative dispute resolution process.

17. Changes to these Booking Terms

17.1 We may revise these Booking Terms from time to time. The revised terms will apply to bookings made after the date on which they take effect.

17.2 A revision will not alter the terms of an existing confirmed booking unless you agree to it or the law permits it.

18. General

18.1 Your Booking Confirmation, these Booking Terms, the Website Terms and our Privacy Policy together form the agreement between you and us in relation to your booking. Nothing in this clause limits liability for fraud.

18.2 A notice under these Booking Terms must be in writing and sent by email to the address in clause 20 (in our case) or to the email address you gave when booking (in your case).

18.3 If any provision of these Booking Terms is held to be unlawful, invalid or unenforceable, it will be interpreted or severed to the minimum extent necessary, and the remaining provisions will continue to apply.

18.4 A failure or delay in exercising a right or remedy is not a waiver of it.

18.5 We may transfer our rights and obligations under these Booking Terms to another person, if this does not reduce the protection you receive. You may not transfer your booking without our written consent.

18.6 Nothing in these Booking Terms creates a partnership, employment relationship or agency relationship between you and us (other than as described in clause 12.1).

18.7 A person who is not a party to these Booking Terms has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any of their terms.

18.8 These Booking Terms and all communications with you will be in English.

19. Governing law and jurisdiction

19.1 These Booking Terms, and any non-contractual obligations arising out of or in connection with them, are governed by the laws of England and Wales.

19.2 The courts of England and Wales have jurisdiction, subject to clause 19.3.

19.3 If you are a consumer resident in Scotland or Northern Ireland, you may also bring proceedings in the courts of that jurisdiction.

19.4 Nothing in these Booking Terms affects your statutory rights.

20. Contact details

Sen Sutra Ltd

Registered office: 66 Wimpole Street, London W1G 8AW

Telephone: +44 (0)20 3432 2947

Email: info@senwellnessanctuary.com

Website: https://www.senwellnesssanctuary.com/