

Ermes training courses

TERMS AND CONDITIONS

Travel Insurance

Travel insurance is compulsory.

Deposits and Amendments

DEPOSITS: *Ermes* requires \$450 per person deposit. All deposits are deducted from final payments and are not an additional charge. All deposits are **NON REFUNDABLE** from the time of payment and should be protected by travel insurance.

AMENDMENTS: After deposits have been received, amendments may be made to transfer the booking to another person's name, to add extra nights' accommodation, or changes in flight details.

Disclaimer regarding suppliers

Ermes is not responsible for the provision of the service or arrangements provided by a tour operator, excursion driver or other service provider and will not be held liable in any way for any acts, errors, omissions, representations, warranties or negligence by any other service providers or tour operators. In the event of an issue arising between the traveller/s and the tour operator or service supplier, we will assist by initiating contact between the parties but will not be party to ongoing communications or negotiations.

Excursions

Payment for all excursions and all other activities must be paid direct to the tour operator, equipment hire business or driver.

Cancellations

Cancellation after deposit payment but prior to final payment: *Ermes* will retain all deposits paid (unless by prior arrangement). Cancellation once final monies are paid; If cancelled after full payment has been made but more than 7 days prior to the retreat start date, *Ermes* will retain the full deposit and refund 50% of the remaining amount paid. Cancellation notification must be received in writing before we can cancel. There will be no refund for cancellations within 7 days of the start date of the retreat. Travel insurance is compulsory to cover short notice circumstances requiring cancellation. While *Ermes* understands unexpected circumstances may arise, much preparation goes into our retreats which is costly, and the resort is fully booked by *Ermes* so preventing them from taking other guests while we are there.

Condition Acknowledgement and eDocs option

Payment of your deposit means you have read and accepted the terms and conditions of *Ermes*.

Deposit payments will not be accepted until these terms and conditions have been signed and received by *Ermes*. The easiest way to send us this signed acknowledgement is to take a photo of it with your smart phone and message the image to Barbara Saba on 0415536580 or scan to email at info@ermestraining.com

I/we understand and accept the above conditions as set out apply to all retreat arrangements made on our behalf

Signed: _____ Date: ____/____/____

Print Name: _____