

# TERMS & CONDITIONS

## Retreat at Home

Operated by **Yoga Practice SL**

Registered in Andalusia, Spain

NIF/CIF: B21965454

Email: [info@retreatathome.com](mailto:info@retreatathome.com)

Website: [www.retreatathome.com](http://www.retreatathome.com)

Last updated: 01-03-2026

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## 1. Scope

These Terms & Conditions apply to all bookings and purchases made through [retreatathome.com](http://retreatathome.com).

By completing a booking, the customer agrees to these Terms.

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## 2. Services

Retreat at Home provides wellness services, including live online sessions, workshops, and retreat experiences.

These services:

- Are not medical or psychological treatment
- Do not replace professional healthcare
- Do not guarantee specific results

Participation is voluntary and at the customer's own responsibility.

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### 3. Booking & Payment

All bookings must be paid in full at the time of reservation.

Payments are securely processed via **Stripe**.

Prices are displayed in EUR and include VAT (IVA) where applicable under Spanish law.

Yoga Practice SL reserves the right to modify prices at any time. The price at the time of booking applies.

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### 4. Cancellation & Rescheduling

Cancellation terms apply in accordance with applicable EU and Spanish consumer law.

Customers may reschedule a booking up to **48 hours before the scheduled session**, subject to availability for the new date.

Cancellations made less than 48 hours before the scheduled session are non-refundable, Cancellation made less than 2 weeks before scheduled session are 50% refundable.

In the event that Retreat at Home must cancel a session, an alternative date or a refund will be offered.

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### 5. Health & Personal Responsibility

As services are provided remotely or in group settings, Yoga Practice SL cannot assess individual physical or mental conditions.

Participants are responsible for ensuring they are fit to participate and should consult a medical professional if in doubt.

Yoga Practice SL shall not be liable for injury, accident, loss, or damage arising from participation.

Participants must stop immediately if discomfort occurs.

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## **6. Intellectual Property**

All materials, content, and branding associated with Retreat at Home remain the property of Yoga Practice SL.

They may not be copied, recorded, reproduced, or distributed without prior written consent.

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## **7. Data Protection**

Personal data (such as name, email, and billing information) is processed in accordance with:

- Regulation (EU) 2016/679 (GDPR)
- Spanish Organic Law 3/2018 (LOPDGDD)

Data is used solely for:

- Managing bookings
- Processing payments
- Legal and tax compliance
- Service-related communication

Stripe processes payment data independently under its own privacy policy.

Customers may request access, correction, or deletion of their data by contacting:

[info@retreatathome.com](mailto:info@retreatathome.com)

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## **8. Governing Law**

These Terms are governed by Spanish law.