

Terms of Sales

Art. 1 - Purpose and scope of the general conditions of sale

These conditions govern the sale of yoga retreats by Mme Coeurjoly. Any registration for one of the stays offered or any purchase of a service appearing therein implies the unreserved acceptance by the buyer of the following general conditions, which prevail over any other document.

Art. 2 – The price

The prices mentioned are indicative and include all taxes, which are included in the price displayed for their amount known on the day of the consultation, which may be different from that taken into account when booking. Any change in taxes (VAT, air taxes, etc.) will also be reflected in the price of the services on the day of the reservation or retroactively according to legal provisions.

Unless otherwise stated in the description, the price displayed for a trip is fixed and never includes:

- transportation
- tourist taxes, tourist tax, visa fees,
- meals, drinks, extras, taxis, tips and porter fees,
- the insurance.

The price to be paid by the customer will be confirmed at the time of registration and mentioned on the invoice.

2.1 Reservation

To reserve, a security deposit of 60% of the total price is required, the rest of the payment is due 60 days before your arrival.

Any booking of a stay made is final for the customer. Cancellation will only be possible under the cancellation conditions mentioned in article 3 below.

The delivery of travel documents and any information relating to the reserved stay being carried out by e-mail, the customer must communicate, when registering, a valid e-mail address and regularly consult his e-mail box.

The customer must inform Mrs Coeurjoly, in writing and prior to any reservation, of any particularity concerning him and likely to affect the smooth running of the stay (persons with reduced mobility with or without a wheelchair, specific diet, presence of an animal , etc.).

The customer's registration for the stay will only be effective and will not bind Mrs. Coeurjoly after confirmation by the latter of the availability of the reserved products. This confirmation will be sent to the customer by e-mail.

Attention :

The services offered are subject to a minimum number of participants, indicated in the product sheet of the stay. If the minimum number of participants is reached when the User validates his order, registration is final. The customer will first receive an order confirmation email, and then an email confirming the departure of the stay, and will receive all the information necessary for the organization of the latter. If the minimum number of participants is not reached at the time of the reservation by the User, the user's request will remain optional until the moment when the minimum number required is reached, at the latest 30 days before the start.

Mme Coeurjoly will inform the user and will then send him an email confirming his reservation once this 30-day period has passed.

In the event that the minimum number of participants is not reached, as in the event of unavailability of all or part of the services reserved, the customer will be immediately informed and his reservation request will be considered null and void. The amount paid by the customer will then be fully refunded to him without him being able to claim any compensation.

If the number of participants is less than the minimum number required, Mrs. Coeurjoly may then offer the customer to maintain the trip in return for a "small group" increase in the initial price. The possible additional cost of this "small group" formula will be communicated to the User who can accept or refuse it. If accepted, this additional cost will be subject to additional invoicing. This supplement will be refunded if other participants register for the trip before the departure date and the initial minimum number of travelers required is reached. In the event of refusal of the proposed additional cost, the User's reservation will be canceled free of charge and the amount paid will then be fully refunded.

Art. 3 – Terms of payment

3.1 Payment Payment

For the service purchased is made by credit card or bank transfer, the details of which are as follows:

Holder: Ms. Coeurjoly Gwanaelle IBAN: FR76 1130 6000 8495 0236 4000 053

3.2 Default of payment

Non-payment of the price of the trip on the due date will authorize Gwanaëlle Coeurjoly to consider the trip as canceled by the customer on the day of departure and consequently to invoice the latter for all cancellation costs normally due on this date, so 100% of the costs.

Art. 4 – Modification or cancellation by the customer

Any customer request for the modification or cancellation of their reservation must be sent by email to Madame Coeurjoly at the following address: joly.yogi@gmail.com.

Any modification is subject to the agreement of Madame Coeurjoly and to the existing availabilities. If it is impossible to make the desired modification, the initial contract will then remain applicable.

The date used to define the deadline for modification or cancellation entailing the costs below will be the working day following receipt of the request for modification or cancellation.

In the event of cancellation, insurance is never refundable and must be added to the amount of the cancellation fees.

4.1 Fees in the event of modification

Any modification entails a minimum of €15 in costs per file, in addition to the costs inherent in the modification itself, which will be invoiced by the supplier concerned and of which the customer will be informed in advance. These same conditions apply in the case of a change of name or typographical errors in the names communicated during the reservation. In most cases, in-place changes are not accepted. However, in case of accepted modification, the possible supplement, payable by the customer, is to be paid on site. Unused services cannot give rise to any refund.

4.2 Costs in the event of cancellation

The customer can terminate the contract at any time before the trip. The reason for the cancellation must imperatively be given to Mrs. Coeurjoly. It is recommended that the customer notify this cancellation in writing. If the customer terminates the travel/accommodation contract or if he does not take part in the trip, Mrs. Coeurjoly may demand compensation for the steps taken and for the costs incurred.

In case of cancellation on your part, the security deposit will not be refunded + administration fees

*The administrative costs amounting to a fixed rate of 25 euros including tax.

In a COVID-19 context, we invite our customers to be as responsible as possible. If symptoms appear before departure, we ask that you get tested and inform us of the situation.

In the case of a positive test in the participant before the stay, it will be appropriate for a late cancellation. Not being a case of force majeure (article 1218 of the civil code), the participant cannot claim a refund or any compensation.

We invite our customers to contact their travel insurance to find out their reimbursement terms in the event of COVID-19 illness.

4.3 Assignment of contract

Any transfer of a contract will incur costs, the amount of which may be up to the full price of the trip depending on the date of departure and the transport used. The transferor is required to inform Ms. Coeurjoly of his decision by email addressed to joly.yogi@gmail.com no later than 30 days before the start of the trip.

4.4 Interruption of the trip or stay by the customer

Any interrupted or abbreviated trip or stay or any service not consumed for whatever reason, except in the case of force majeure as defined in article 8 below or the act of Mrs. Coeurjoly or one of its service providers, will not give rise to any reimbursement, even in the event of repatriation.

If Madame Coeurjoly has to cancel a departure for any reason whatsoever, those already registered will be fully reimbursed, without being able to claim any compensation.

If an insufficient number of participants are registered on a departure, Ms. Coeurjoly may cancel the trip no later than 90 days before departure. In the event of modification of one of the elements of the contract by Mrs. Coeurjoly, only the destination, the price and the dates can be considered, by express agreement between the parties, as being essential elements of the contract.

Therefore, without this modification being considered as affecting an essential element of the contract that could justify compensation or even the cancellation of the customer, accommodation or a restaurant may be replaced by an establishment of the same category or of a higher category and the itinerary of a circuit may be modified to ensure quality services at least equivalent to the services initially agreed.

In the event of cancellation, (including for health reasons) Mme Coeurjoly will reimburse the customer in the form of a voucher (valid for 1 year) for the sums paid by the customer when booking, to the exclusion of all others. All costs previously incurred by the customer, such as visa costs, transport costs, pre and post-delivery (purchase of rail, sea or other air transport tickets), vaccination costs, etc., cannot give rise to any reimbursement or compensation.

Art.5 – Formalities

It is the sole responsibility of the customer to check that the various documents necessary for his trip, for the consumption of a service or for boarding (national identity card or passport, driving license, etc.,) are current. of validity. The identity document used must be in the same name as the transport ticket. It is the same for any document related to the health situation (negative test, specific certificate). Non-compliance by the traveler with the administrative and/or health obligations for crossing borders, which would result in particular in a refusal of boarding or an interruption of the stay or trip, cannot justify any reimbursement or compensation.

Art.6 – Force majeure

In the event of force majeure making, it impossible to perform the service, Mrs Coeurjoly will notify the client by any means, in particular by telephone and e-mail. The travel contract will then be automatically suspended without compensation, from the date of occurrence of the event.

If the trip could not be made or continued, the travel contract would be terminated and the traveler could not then claim any compensation. Ms. Coeurjoly will, however, pay back any unspent amount that she still holds, or for which she has obtained reimbursement in the name and on behalf of the client.

Art.7 – Insurance

No repatriation insurance or assistance is included in the travel packages sold. In the event of cancellation of the trip or stay by the customer, the insurance premium is never refundable and the subscription to insurance is not refundable under any circumstances. Any declaration of loss must be made directly to the insurance company by the customer, in accordance with the terms of the insurance contract taken out.

It is strongly recommended that participants take out cancellation or multi-risk insurance (depending on the destination of their trip, Chapka Assurance for example).

Mme Coeurjoly is in no way responsible for the clauses of the insurance and the insured cannot refer to Mme Coeurjoly in the event of a dispute or complaint with the insurance company. Any declaration must be made directly to the insurance company by the customer, in accordance with the terms of the insurance contract taken out.

A “responsibility release” form will have to be completed upon arrival by the participant in the stay.