# SOHBAH RETREATS

# TERMS & CONDITIONS

Last updated: 13 November 2026

## 1. Introduction

These Terms & Conditions govern bookings with Sohbah Retreats, operated by Sohbah Retreats Ltd, a company registered in England and Wales. References to “we”, “us”, “our” and “Sohbah Retreats” mean Sohbah Retreats Ltd. By booking, participants accept these terms and any event-specific terms communicated before booking. Our retreats and tours offer opportunities for spiritual development, companionship, learning and visits to places of significance. Participants are asked to act with patience, sincerity and consideration. Nothing in these terms restricts statutory rights.

## 2. Bookings and Confirmation

A booking is confirmed when the required initial payment is received, applicable terms are accepted and Sohbah Retreats issues confirmation. Participants must provide accurate booking and travel details, check confirmations promptly and report errors. Anyone booking for others must have their authority and ensure they know the terms.

## 3. Prices and Package Inclusions

Each event's booking information states the price and included services, which may include accommodation, meals, transport, visits and activities. Unless expressly included, personal expenses, optional activities, extra meals, travel insurance, visa costs and independently arranged services are excluded. Additional optional charges will be communicated before purchase.

## 4. Deposits and Payment Plans

Deposits may be required to secure places. Where advertised as non-refundable, deposits contribute towards administration, reservations and event commitments, but may be retained on cancellation only where fair and lawful. Instalment amounts and deadlines are confirmed at booking. Participants remain responsible for the agreed total price unless the contract is lawfully cancelled or varied or a statutory remedy applies. Missed instalments may lead to reminders and, after reasonable notice, cancellation; any cancellation charge remains subject to Section 5 and consumer law. Where a post-event payment is expressly agreed, it remains due on the agreed date. Personal dissatisfaction alone does not remove the obligation to pay, but statutory remedies for deficient services remain available. Genuine outstanding debts may be pursued through lawful procedures.

## 5. Cancellation by Participants

Participants may cancel at any time before commencement by emailing sohbahretreats@gmail.com. The date the request is received normally determines the cancellation period.

Standard cancellation schedule, subject to fairness and applicable law: • More than 30 days before commencement: 20% of total booking price. • 14–30 days before commencement: 30%. • 8–13 days before commencement: 40%. • 7 days or less before commencement: 50%.

These charges must be appropriate and justifiable, reflecting anticipated losses and commitments, and will not apply where excessive or contrary to law. Any non-refundable deposit forms part of, not an addition to, the applicable cancellation fee. Payments above the lawful fee will be refunded; any lawful shortfall may be requested. Visa or separately agreed administrative fees already incurred or services already provided may be retained where lawful. Statutory rights to fee-free cancellation take precedence. For qualifying packages, termination refunds will be made within the legally required period.

## 6. Cancellation by Sohbah Retreats

We may cancel an event if it cannot reasonably proceed, including due to insufficient bookings, safety issues, essential arrangements becoming unavailable or circumstances outside our control. We will inform participants promptly and provide refunds, alternatives and any other remedies required by law. Participants will not be required to accept credit instead of a refund legally due. Package travel notice periods and minimum-number requirements will be observed where applicable.

## 7. Changes to Itineraries and Arrangements

Schedules, visits and arrangements may change due to weather, traffic, safety, local conditions, venue availability, religious schedules or operational needs. We will make reasonable efforts to deliver the advertised programme. Significant changes to essential features will be handled under applicable law; minor operational adjustments do not automatically entitle participants to compensation.

## 8. Food, Meals and Dietary Requirements

Where meals are included, this will be indicated in booking information, but specific menus and dishes will not normally be provided in advance. Meals are arranged for the group, based on availability, practicality and majority preferences. We cannot cater to every individual's personal taste, and some dishes may be served more than once. Participants should approach group dining flexibly. Those preferring alternative food may arrange and pay for it themselves where practical and without disrupting the itinerary. Meals declined solely due to personal preference will not ordinarily be refunded, subject to statutory rights.

Allergies and essential dietary needs: Participants must disclose food allergies, medical dietary needs and other essential restrictions before booking or as soon as possible. We will make reasonable efforts to accommodate and communicate requirements to suppliers, but cannot guarantee an entirely allergen-free environment. Those with severe allergies or medical needs should contact us before booking to assess suitability. Essential dietary needs are distinct from personal tastes.

## 9. Accommodation and Room Sharing

Accommodation may include hotels, retreat centres, shared rooms or dormitories as described in the booking information. Shared rooms may be allocated among participants. Separate arrangements for men and women will be made where advertised and reasonably practicable. Room requests are not guaranteed unless confirmed. Single supplements may incur additional costs. Participants must respect others' privacy and belongings and may be responsible for reasonable costs of damage caused deliberately or negligently, subject to law.

## 10. Group Conduct and Islamic Etiquette

Participants must treat scholars, organisers, other guests, providers and the public respectfully; observe appropriate modesty and local customs; follow reasonable safety and group instructions; and avoid harassment, discrimination, aggression or disruptive conduct. Serious misconduct may result in proportionate measures, including removal where necessary. Financial consequences and refunds will be assessed fairly under applicable law.

## 11. Group Schedules and Timekeeping

Participants should arrive punctually for transport, meals, gatherings and visits, and be prepared for early starts, long journeys and itinerary changes. Those skipping activities should inform organisers where practicable. Participants who independently miss transport or activities may bear reasonable additional costs, unless caused by our failure or otherwise contrary to law.

## 12. Spiritual Activities and Teachers

Programmes may include Sohbah, dhikr, Mawlid, prayer, discussions and visits to significant places. Teachers and activities may change due to illness, travel disruption or other circumstances. Material changes to principal advertised features will be handled in accordance with consumer law. No particular spiritual, emotional or personal outcome is guaranteed.

## 13. Passports, Visas and Travel Documentation

For international tours, participants must ensure they have valid passports, visas and required documents unless we expressly undertake a specific service. Requirements vary by nationality and residency; participants should check before booking and allow adequate time. We remain responsible for any documentation service expressly contracted to provide.

## 14. Flights and Transportation

Flights and transport are included only where stated. Applicable details, including departure points and baggage conditions, will be communicated. Participants must arrive on time and comply with reasonable provider and border requirements. Where transport forms part of a regulated package, we will meet organiser obligations including applicable assistance, alternatives and refunds.

## 15. Travel Insurance

International participants are strongly encouraged to obtain appropriate insurance covering medical care, emergency assistance, repatriation, cancellation, disruption and belongings. Suitable insurance may be required for specific tours where stated before booking. Participants should check exclusions, including official travel advisories and pre-existing conditions.

## 16. Health, Medical Conditions and Accessibility

Some journeys involve walking, stairs, uneven terrain, shared facilities or long journeys. Participants should assess suitability and discuss mobility, disability, medical or accessibility needs before booking so reasonable adjustments and arrangements can be considered. Participants should bring medication and seek medical advice as appropriate. Organisers may assist in emergencies but do not ordinarily provide medical services.

## 17. Children and Family Bookings

Children may attend where permitted for the event. Parents and guardians remain responsible for their supervision unless a specifically supervised activity has been agreed. Family accommodation and special needs should be discussed before booking; age limits and child prices will be stated where relevant.

## 18. Personal Belongings and Valuables

Participants should safeguard passports, money, electronics and luggage, use secure storage where available and promptly report loss or damage. Our liability is determined by law and the circumstances; no liability that cannot legally be excluded is excluded.

## 19. Optional Activities and Independent Arrangements

Optional and independently booked services are at the participant's expense unless included. Participants should consider safety and avoid interfering with the group schedule. Services independently contracted outside the agreed package are ordinarily governed by the participant's separate contract with the provider.

## 20. Third-Party Suppliers and Our Responsibilities

We work with hotels, airlines, guides, caterers and other providers and aim to select and coordinate suitable services with reasonable care. Where we are legally responsible as package organiser, use of third-party suppliers does not remove that responsibility. Nothing excludes liability for death or personal injury caused by negligence, fraud or any liability that cannot legally be excluded.

## 21. Complaints and Concerns

Participants should report problems promptly during the event so organisers can investigate and seek a remedy. Unresolved complaints can be emailed to sohbahretreats@gmail.com with details and supporting information. We will review them fairly and respond within a reasonable period. Personal preferences alone do not automatically establish a breach, but rights concerning services not delivered as agreed or with reasonable care and skill remain unaffected.

## 22. Photography, Video and Media

Photos and videos may be taken for documentation and promotion. Personal data and identifiable images will be handled in accordance with data protection law and our Privacy Policy; consent will be sought where legally required. Participants may raise filming concerns and should respect others' privacy when publishing images.

## 23. Personal Data and Privacy

We process information necessary for bookings, payments, travel, accommodation, dietary needs, safety and communications, and may share relevant details with service providers as necessary. Processing is governed by UK data protection law and our Privacy Policy.

## 24. Unavoidable and Extraordinary Circumstances

Serious security incidents, natural disasters, severe weather, major transport disruption, public health emergencies or other exceptional circumstances may affect an event. We will communicate, assess alternatives and provide assistance and remedies required by law. Rights to cancel without a fee under applicable package travel legislation remain unaffected.

## 25. Travel Advisories, Safety and High-Risk Destinations

We may list potential future tours to destinations subject to warnings by the UK Foreign, Commonwealth & Development Office (FCDO) or other authorities. Listing a destination does not mean a tour is confirmed, bookings are open or travel is safe. Before confirming any tour, we will assess official advice, security, entry requirements, transport, insurance and local providers. Where official advice warns against travel, we will take it seriously and will not proceed unless satisfied arrangements can be operated responsibly and lawfully. Material warnings and risks will be communicated before booking. Participants should check official advice relevant to their nationality and obtain suitable insurance. We may postpone, change or cancel a tour where conditions make proceeding inappropriate, with refunds and remedies governed by applicable law. Nothing limits our legal responsibilities for safety, contracted services or statutory rights.

## 26. Changes to These Terms & Conditions

We may update these terms to reflect operational or legal changes. The version accepted when booking generally applies, together with any lawful agreed variations. Material changes will not be imposed without a contractual or legal basis.

## 27. Governing Law

These terms are governed by the laws of England and Wales, subject to mandatory consumer protections and any right to bring proceedings elsewhere under applicable law.

## 28. Contact Information

Sohbah Retreats Operated by Sohbah Retreats Ltd Website: www.sohbahretreats.com Email: sohbahretreats@gmail.com Company registration number: 17554116 Registered office: 292 Overdown Road, Reading, RG31 6PP, United Kingdom

By completing a booking, participants acknowledge that they have read and accepted these terms, subject to their statutory rights.

Publication note: Have a qualified UK travel-law adviser review package travel compliance, cancellation charges, insolvency protection, and high-risk destination arrangements before accepting bookings.