

General Terms and Conditions (GTC) for Dark Retreats at Spiritbalance

Spiritbalance – Corinna Glanert
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1. Scope

These General Terms and Conditions apply exclusively to the booking and conduct of dark retreats at Spiritbalance. The specific offer description and booking confirmation are authoritative for the type, duration, period, price, and scope of the booked dark retreat. Additional services such as personal consultations, special catering, smoothies, or other individually bookable services are only included in the booking if expressly agreed upon or booked.

2. Booking and Contract Formation

A binding booking is established upon booking a dark retreat and the subsequent booking confirmation by Spiritbalance. These General Terms and Conditions become part of the agreement upon completion of the booking.

3. Payment

The agreed retreat price is to be paid in accordance with the payment terms specified in the booking confirmation or invoice. If an agreed payment is not made on time, we reserve the right – following prior contact or a reminder – to cancel the reservation, provided the legal requirements for doing so are met.

By submitting the booking form, the registration becomes binding. A deposit of 50% of the total amount is due within five days of booking; once the deposit is received, the booked retreat period is bindingly reserved for the participant.

The remaining balance is to be settled no later than before the dark retreat begins. Alternatively, the full amount may be paid immediately after booking. If the booked retreat date is still further in the future, individual payment or instalment arrangements may be made by prior agreement.

4. Recommendation of Seminar or Travel Cancellation Insurance

Even with careful planning, unforeseen events may occur – such as illness, an accident, or family circumstances. We therefore strongly recommend taking out suitable seminar or travel cancellation insurance. When doing so, please ensure that your booked dark retreat and any cancellation fees are actually covered by the insurance.

5. Cancellation by the Guest

If you wish to cancel your dark retreat entirely, please notify us in text form, for example by email. The date of receipt of the cancellation at Spiritbalance is authoritative for calculating cancellation fees. The following cancellation fees generally apply:

- Up to 180 days before the retreat begins: 25% of the booked retreat price
- Up to 60 days before the retreat begins: 50% of the booked retreat price
- Up to 30 days before the retreat begins: 75% of the booked retreat price
- Thereafter and in case of no-show: 100% of the booked retreat price

The guest expressly retains the right to demonstrate that Spiritbalance suffered no loss or a significantly lesser loss as a result of the cancellation. Payments already made will be credited against any cancellation fees due.

6. Rebooking Instead of Cancellation

We understand that plans can sometimes change. Therefore – provided another suitable time slot is available – we offer the option of rescheduling a booked dark retreat to a different date.

Minor date changes:

Shifting the arrival or departure by one day earlier or later is generally possible without a rebooking fee, subject to availability.

Rebooking to a different period:

A larger shift of the dark retreat to a different period is generally possible, provided the desired new date is available. A rebooking fee of €39 applies for each such change.

Timing of the rebooking:

A standard rebooking under these conditions is possible up to 30 calendar days before the agreed retreat start. For requested date changes within fewer than 30 days before

the retreat begins, the cancellation conditions generally apply. In exceptional and understandable circumstances – such as a last-minute illness – Spiritbalance may, at its discretion, allow a later rebooking on a case-by-case basis. There is no entitlement to this.

Multiple rebookings:

An already rescheduled retreat date can generally be changed again, subject to availability. A rebooking fee of €39 applies for each additional major change.

New date and price:

There is no entitlement to a specific replacement date or room. If the duration and scope of services remain unchanged, the originally agreed retreat price generally remains in effect upon rebooking. If additional services, a longer stay, or different services are requested, these will be charged accordingly.

7. No-Show and Early Departure

If a guest fails to appear for the booked dark retreat without prior cancellation or agreed rebooking, the relevant cancellation conditions apply. If an already commenced dark retreat is ended early at the guest's own request, there is generally no entitlement to a refund for retreat days or booked services not used, unless mandatory legal provisions provide otherwise.

8. Cancellation by Spiritbalance, Force Majeure, and Extraordinary Circumstances

Spiritbalance may cancel, interrupt, or – where possible and reasonable for both parties – reschedule a dark retreat for good cause. Good cause may exist in particular in the event of illness or absence of a person required for the conduct or supervision of the retreat, as well as extraordinary circumstances or events outside Spiritbalance's sphere of influence. These may include in particular cases of force majeure, pandemics or comparable extraordinary health situations, official orders or restrictions, natural events, and other unforeseeable events not attributable to Spiritbalance that make the safe or proper conduct of the dark retreat impossible or unreasonable. In such a case, we will endeavour to agree on a suitable alternative date together. If no alternative date is agreed upon or if conducting the retreat is ultimately not possible, refunds and further claims are governed by applicable law.

9. Health, Therapeutic Accompaniment, and Personal Responsibility

A dark retreat can be an intense personal experience. A dark retreat is not therapy and does not replace medical, psychiatric, or psychotherapeutic examination, diagnosis, or treatment. If there are health or psychological particulars that could be relevant to the safe conduct of the dark retreat, we ask that you inform us openly prior to the retreat. If you are unsure whether a dark retreat is suitable given your current health or psychological state, we recommend prior consultation with your treating physician, therapist, or a psychiatric specialist. Existing therapeutic or psychiatric accompaniment does not necessarily preclude participation in a dark retreat. In individual cases – naturally with the guest's consent – we have spoken with treating therapists or psychiatrists prior to a retreat and jointly assessed whether and under what conditions a dark retreat can be conducted responsibly. If appropriate in an individual case, it may also be agreed that a treating therapeutic, psychiatric, or other qualified contact person is on file with us for the duration of the retreat and can be contacted if needed. Spiritbalance will only contact such a person if this has been agreed upon in advance or if the required consent has been given; mandatory legal exceptions remain unaffected. Such individual conditions and arrangements can gladly be discussed and organised together during the initial personal consultation.

Exclusion in cases of acute suicidality:

Persons with acute suicidality cannot participate in a dark retreat at Spiritbalance. A dark retreat is not intended for the treatment or stabilisation of an acute mental health crisis. For other psychological or physical pre-existing conditions, we do not decide categorically but consider each individual situation. Where appropriate, prior professional assessment or consultation may be a prerequisite for participation. If, based on the information available to us, there are significant concerns regarding the safe conduct of a retreat, we reserve the right to advise against a dark retreat or to decline participation.

10. Alcohol, Drugs, and Mind-Altering Substances

Illegal drugs and other illegal substances are not permitted during a dark retreat at Spiritbalance. Likewise, the consumption of consciousness-altering or consciousness-expanding substances is not permitted during the retreat, particularly if taken with the aim of deliberately altering perception or state of consciousness. Bringing, consuming,

or distributing illegal drugs or substances on the premises or grounds of Spiritbalance is prohibited. The consumption of alcohol is also not permitted during the dark retreat. Medically prescribed medications are not generally affected by this. However, medications should not be discontinued or adjusted in dosage on one's own initiative due to a dark retreat. If regular medication could be relevant to the conduct of the retreat, we ask that this be discussed in advance during the initial consultation. In the event of a serious violation of these rules, Spiritbalance may terminate the retreat early for safety reasons.

11. Safety and Conduct During the Stay

Respectful and mindful interaction is a prerequisite for staying at Spiritbalance. Instructions from Spiritbalance or our staff that serve safety, the protection of other guests, or the orderly running of the retreat are to be observed. In the event of significant or repeated violations of safety instructions, endangerment of oneself or others, or serious disruption of the stay, we reserve the right to take appropriate measures and, in serious cases, to end the dark retreat early. The statutory rights of both parties remain unaffected.

12. Privacy and Photo, Video, and Audio Recordings

A dark retreat is a very personal and protected space for experience. Privacy, trust, and respectful interaction are therefore particularly important to us. Due to the personal experiences of owner Corinna Glanert with stalking and with audio and video recordings made without her consent, we ask for particular understanding that we set clear boundaries in this area. This is expressly not intended to prohibit personal memories or personal recordings in general.

Own recordings:

You are of course welcome to take photos and videos of yourself, create personal voice notes or audio recordings for your own use, and capture impressions of your stay, provided this does not affect the rights or privacy of others.

Recordings of others:

Whenever Corinna Glanert, staff, other guests, or other persons present are to be recognisably or audibly recorded, their prior consent must be obtained. This applies in particular to personal conversations, consultations and accompaniments, phone calls, interviews, and photo, video, and audio recordings. Secret or non-consensual audio or

video recordings of personal conversations are not permitted.

Publication and sharing:

Consent to make a recording does not automatically constitute consent to its publication or sharing. If recordings on which Corinna Glanert, staff, or other guests are recognisable or audible are to be published or shared with third parties, prior consent must be obtained. This applies in particular to social networks, YouTube and other video platforms, podcasts, websites, blogs, messenger groups, and press and media.

Personal or confidential information shared in the course of conversations may also not be published or passed on to third parties without consent. These rules serve to protect all persons present at Spiritbalance and to preserve the personal and trusting framework of our dark retreats.

13. Personality Rights and Confidential Framework

Both parties commit to treating one another with respect and to upholding the personality rights and privacy of all involved. In the event of disagreements, we would like, where possible, to first seek direct and amicable resolution.

14. Statutory Rights and Final Provisions

The mandatory statutory rights of guests are not restricted by these General Terms and Conditions. Should individual provisions of these GTC be wholly or partially invalid or become invalid, the remaining provisions shall remain unaffected.