Casa Libelula

Dragonfly House Spain



Retreat Centre near Antequera, Malaga, Spain

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# Thank you for booking your retreat at Casa Libelula, Dragonfly House Spain

We are genuinely delighted you have decided to come and stay at this magical retreat center.

We exist because we believe in the power of people to find their way back to love. For many that means seeing the illusion in the world around us. We know that people arrive at the truth in many ways and here at Dragonfly House our mission is to wholeheartedly support those who are brave enough to take the steps needed.

We provide a powerful and protected healing space, designed with, and bought to life with love. We work in partnership with all our retreat guests to support you in creating the atmosphere you want for your retreat.

From the sheets on the beds, to the food prepared in our kitchen, to our beautiful yoga and meditation spaces, everything here is done with the intention of giving you the sanctuary you need to relax, heal, and grow.

Where does your money go? Once our bills are paid, our buildings maintained and our team rewarded for their hard work on your behalf, our profits go to Lewa Wildlife Conservancy. Lewa serves as a safe refuge for the critically endangered black rhino in Kenya (we love chubby unicorns). We are also saving to open Dragonfly House Uganda to support the equally endangered White Rhinos.

The remainder of this document gives all the details you need for your stay. We have been as clear as possible and apologize if it seems a little formal in places. We believe good relationships are built on good communication and clarity; we want to build a good relationship with you from the very beginning.

If you have any questions, we love to speak with like-minded souls, so please don’t hesitate to reach out and arrange a time to connect with us. We want to know about you, the style of retreat you want to experience and what would make it really special for you during your stay here…, so if you haven’t already, send us some details so we can get excited about you being here soon.

With Love,

Casa Libelula, Dragonfly House Team xxx

**Your Booking Details:**

**Group:** EHT Alumni

**Arrival:** Friday 22nd July 2022, check in from noon onwards.

**Departure:** Monday 25th July 2022, check out at noon.

**Price:** £555 per person.

**Deposit of 20%:** £111 due now to confirm your booking.

**Balance of 80%:** £444 must be received by 22nd May 2022.

**Catering:**

Lunch will be made available on the day of your arrival.

Breakfast will be served on the day of your departure.

Full board of 3 meals a day will be provided, please see catering for more details.

**Optional Yoga & Meditation:**

A total of up to six sessions of yoga and/or meditation will be provided. A welcome and grounding session will be provided on the evening of your arrival (6pm), an optional 2 sessions will be provided each full day of your stay and a final session on the morning of your departure (8am).

**Accommodation:**

Your accommodation will be in one of our twin, ensuite rooms. A single supplement is charged when a person does not wish to share a room of £30 per person per night. Please inform us before paying your deposit if this is your desire so we can adjust your booking details accordingly. All bedrooms have air conditioning units that heat and cool the air.

You will have shared access to:

* Large 50 square meter swimming pool.
* 7 terraces for dining, reading and sun lounging.
* 90 square meter studio, overlooking the olive grove.
* 7m diameter circular 360-degree view hilltop yoga and meditation deck.
* 13,500 sqm olive farmland.

The remaining bedrooms will be offered to EHT Alumni who will join you for meals, yoga sessions and by the pool.

# **1. What we include**

The accommodation price includes use of the retreat centre yoga spaces, all facilities and farmland, pools, and terraces. For your comfort we also provide:

* A continuous supply of teas and coffee and a range of milks.
* Unlimited filtered water.
* Bathroom essentials including hand soap, toilet paper and a hairdryer.
* 1 bath towel, 1 pool towel and 1 hair towel per person.
* Once weekly linen change.
* Daily cleaning of communal areas.
* Free Wi-Fi access.
* Yoga mats, belts and blocks.

# **2. What we don’t include**

* Flights or booking of flights on your behalf.
* Arrangement or advice on visas or international travel.
* Individual travel or health insurance.
* Local transport unless requested.
* Trips or excursions unless requested.
* Healing, massage, or energy therapies unless requested.

The retreat center is a working olive farm so from time to time the farmers work in our own and the surrounding olive groves. Harvest and most farming activities take place during the winter months.

# **3. Catering**

Your catering will be full board and is included in the price quotes above for accommodation.

* Breakfast (from 9.30am until 11am) of juice, fresh fruit, croissants, toast, butter, jams, cereals, muesli, yoghurt, tea & coffee.
* Lunch (1pm) – served on the terrace, usually buffet style.
* Afternoon tea (4pm) – tea, coffee and cake or savoury snack.
* 2 course dinner (8pm) – served on the terrace or in the dining room.

The following conditions apply to all bookings:

* Optional meat or fish supplement of £10 per person per day.
* We can provide a specified number of bottles of wine and/or beer, consumption is requested to be kept in moderation. Bottles must be paid for in advance.
* Soft drinks and ice cream are available for purchase using an honesty system. Your guests are required to note what they consume and settle their bill at the end of their stay. You will be asked to cover any shortage as a group before departure.
* If you have special dietary requirements or allergies, please let us know 2 months in advance of your stay. If we are not informed, we cannot guarantee we will be able to meet your needs.

# 4. **Transport**

## 4.1 Air Travel

* The nearest airport is Malaga (AGP) 50 minutes’ drive via A45 or A46 (toll road).
* The nearest alternative airports are in Granada (1hr 30 mins drive) and Gibraltar (2 hr 15 mins drive).
* We do not arrange flights and flight costs are not included in our pricing.

## 4.2 Car Hire (highly recommended but not essential)

* You can easily hire a car from the airport and make your own way to the retreat centre giving you the freedom to explore the region at your own pace during your stay.
* We recommend this option as we are 5km (7 min drive) to the nearest restaurant and 10km (15 min drive) from Antequera, our nearest town.
* There is no car hire in Antequera.
* We encourage guests hiring cars to include roadside assistance in their hire package. The roads in the area are country roads and potholes and loose surfaces are common, and our drive is loose gravel.

## 4.3 Parking

* We have adequate parking for up to 9 cars and can provide overflow parking in the olive grove if needed.

## 4.4. Malaga airport transfers

We can arrange a taxi transfer for approximately 70 Euro. Minibus taxis may also be available for larger numbers of passengers wanting to travel together. Prices will be confirmed before booking and payment must be made in advance.

Alternatively, if you are looking for a little adventure you can ride the metro from the airport to Malaga Maria Zambrano train station and then take the train to Santa Ana train station in Antequera and a standing taxi for approximately 30 Euro to Dragonfly House. The Metro and trains are very modern and clean.

## 4.5 Local transport

* Taxi transport is available locally as you require. If you wish to arrange for a driver during your stay this may be possible, waiting time is charged.

## 4.6 Minibus Hire

If you require a minibus and driver for your stay this can be arranged on request and charged by the day. Prices are provided on request.

# **5. Onsite Massage and Healing**

* 60-minute Thai massage 70 Euro
* 30-minute Thai massage 45 Euro
* 30-minute Reiki Session 50 Euro
* 60-minute Four Hand massage 100 Euro (please enquire in advance).
* 90-minute Experiential Healing session £111 (see website for details).

# 6. Personal Items

* Robe hire 10 Euro
* Disposable slippers 5 Euro
* Towel change 10 Euro
* Linen change 15 Euro
* Sun cream 5 Euro
* After sun 5 Euro
* Toothbrush and toothpaste 5 Euro
* Razor 2 Euro
* Anti-mosquito kits, after bite, repellent, wrist band, plug in, candle 20 Euro.

# 7. Insurance

* We hold full building and public indemnity insurance to a value of £2million pounds.
* We require you to take out your own individual travel insurance covering them for the types of activity they will undertake on the retreat and the event you can’t travel due to illness (including Covid-19 or variant strain).
* It is your responsibility to ensure you have copies of your insurance documentation in case of an emergency. Now the UK has left the EU this is even more important to ensure healthcare is accessible in the case of emergency.

# 8. Your Safety and Comfort

* Our pool is large with a 1m deep shallow end 2m deep end. We do not provide lifeguards and your guests make use of the pool at their own risk. Diving, running, and bombing are not permitted. Swimming after dark or after drinking alcohol is not permitted for the safety of your group.
* Parents and guardians are responsible for children in their care while on site at all times, specific vigilance is required around the pool area. We do not provide childcare facilities.
* Between October and April, you can make use of our outdoor fire pit. Please let us know and we will ensure a member of our team can be present with you to ensure your safety. Logs are provided for your use. During the summer months no fires can be lit, there is a 5000 Euro fine and the Spanish authorities enforce this closely.
* The farmhouse has wood burning fire. You can use this all year round and logs are provided for your use.
* We maintain the property, fixtures and fittings to a high standard and request you inform us of any issues or breakages so we can ensure your comfort during your stay.
* We ask guests to consume alcohol in moderation.
* Very occasionally we sight a snake here on the property, most are no bigger than a shoelace and harmless. The odds of dying from a snake bite in this region of Spain are 13.3 million to one, so guests genuinely have more chance of winning the lottery. However, we do advise guests to wear shoes when outside and take care exploring our gorgeous countryside.
* To ensure you have a relaxed stay and all your guests needs can be met, we will check in at the property with you each day to make sure everything is running smoothly.
* A member of staff will be on site or a maximum of 15 minutes away from site in the case of an immediate need.
* We ask noise is kept to a minimum after 11pm and before 7am for the comfort of all your guests.
* We ask all guests to treat each other with respect and courtesy at all times.

# 9. Legal Requirements

* Under Spanish Law, we are registered as a Casa Rural, and we are required to inform the local police of the names of guests staying with us and their passport numbers. On arrival all guests’ passports must be provided and permission for us to take a copy given so we can provide the required information to the local police.
* No illegal drugs under Spanish Law can be kept or used on the premises.
* Our contract is with you as an individual.

# 10. WIFI and Telephone

* Our WIFI is provided by satellite direct to the property. We are in a country setting and occasionally experience power cuts or a temporary loss of signal. We do our best to maintain a consistent electricity supply and WIFI signal but cannot guarantee a consistent unbroken provision due to our location.
* Mobile phone signal on our land is intermittent. We encourage guests to use WIFI based calling. We can help you access the right applications to make this possible however do not provide a wired telephone service.

# 11. Payment Terms

* Please confirm with us via email in advance that the retreat you require is still available by emailing helen@casalibelulaespana.com.
* Deposits and balance are non-refundable once paid with the exceptions of a force majeure incident, including Government restrictions due to the Covid pandemic, or in the event Casa Libelula needs to cancel your stay.
* A 20% non-refundable deposit is required to secure the retreat centre. The deposit must be paid at least 2 months in advance of your retreat.
* The balance of 80% is due 2 months before your retreat commences.
* In the event of cancellation by the customer, regardless of the circumstances, the following refund fees, minus the deposit, apply. The deposit is non-refundable, as mentioned above:
	+ Cancellation 2 calendar months or less before due arrival date, 0% refund (valid May 22nd to July 22nd 2022).
	+ Cancellation 2-3 calendar months before due arrival date, 50% refund (valid April 22nd to May 21st 2022).
	+ Cancellation more than 12 weeks before due arrival date, 100% refund (valid before April 21st 2022).
* In the event of a force majeure which means that either Casa Libelula is unable to safely host you, or that you are unable to travel to or safely stay at our property, a full refund will be given on any payments made. Force majeure will need to be confirmed on either the government website of the country you are travelling from, or the Spanish government official website. This term of agreement covers government travel restrictions due to Covid-19; it does not cover the situation where one or more of your individual guests’ contracts Covid-19 or variant and cannot travel, in that case they would need to claim on their own travel insurance. Please make this specifically clear to your guests at the time they book with you. We will not enter into conversation with your individual guests on this term of our agreement.
* If you need to cancel and have paid your deposit and balance in full, we will give you a full refund if the period of your stay is booked and **paid for in full by another group**.
* If Casa Libelula needs to cancel your stay for any reason at any time we reserve the right to do so and will give you a full refund.
* Refunds given will be in the currency in which you paid or at the agreed exchange rate on the date of cancellation and only paid directly into the bank account confirmed by you.
* Prices are quoted in GBP and must be paid in GBP into our UK Bank Account; prices include VAT where applicable, except payments for our onsite services (Massage, Reiki, local transport, and personal item purchases) which are priced and charged in cash in Euro.
* Payments can be made in GBP by bank transfer within one week of invoice date but must be received in the time frames stated above (balance paid in full 2 months prior to retreat start date) to the following account:

Account Sort Code: 04-06-05

Account Number: 17096809

Bank: Tide

Account Holder Name: Casa Libelula Ltd

* We will send email confirmation that your payments have been received with confirmation of your booking status.
* All requests and amendments must be confirmed via email. We cannot accept any over the phone although are happy to talk through your options before you confirm your decision in writing.
* We reserve the right to release your booking and make available the retreat centre for other groups if invoices are not paid in full on time.

# 12. Site Map

Please see below our site map.

Please note the spa may not be available until autumn 2022.



# **14. Contracted Terms and Conditions**

 1.   It is the customer’s responsibility to check the reservation and ensure that the particulars contained therein are correct.

2.   The customer shall pay Casa Libelula Ltd a non-refundable, non-transferable deposit of 20% of the cost of the retreat.

3.   Bookings made less than 2 months prior to the retreat start date must be paid in full at time of booking.

4.   If payment of either the deposit or the balance is not received by the due date Casa Libelula Ltd reserves the right to cancel the reservation and retain the deposit.

5.   In the event of cancellation by the customer, regardless of the circumstances, the following refund fees, minus the deposit, apply. The deposit is non-refundable, as mentioned in 2:

5.1 Cancellation 2 calendar months or less before due arrival date, 0% refund (valid May 22nd to July 22nd 2022).

5.2 Cancellation 2-3 calendar months before due arrival date, 50% refund (valid April 22nd to May 21st 2022).

5.3 Cancellation more than 12 weeks before due arrival date, 100% refund (valid before April 21st 2022).

6.   If travel restrictions apply as a result of Covid 19 and Casa Libelula Ltd has to cancel the retreat, a full refund, including deposit will be issued. If the customer cancels, as a result of Covid 19, cancellation protocol in point 5 applies. If Casa Libelula or the customer can fill the place, a full refund, minus the deposit, will be issued.

8. Due to teacher cancellations or other situations beyond our control, Casa Libelula reserves the right to change bookings and shall inform the customer as soon as possible. Alternative arrangements will be offered but we do not accept responsibility for any costs incurred, including airfare.

9.   Casa Libelula Ltd is not held liable for any flight costs/delays.

10.   Casa Libelula Ltd reserves the right to offer discretionary discounts and this does not affect the status of any guests who have paid the full price and no discount will then become due to them.

11.   The customer shall not use the property except for permitted use and shall not use the property for any offensive, noisy, dangerous, illegal, entertainment, immoral or improper purposes. The customer shall not do anything which may be a nuisance or annoyance to Casa Libelula Ltd and its guests.

12.  Casa Libelula Ltd reserves the right at its sole discretion to terminate use of the property or any of its facilities by the customer in the event of any breach of these terms and conditions. The customer will be required to vacate the property and Casa Libelula Ltd shall not refund payment or accept any consequential liability damages or loss.

13.  It is the customer’s responsibility to ensure that he/she has all the relevant travel documentation and arrives at the airport in time.

14.  Casa Libelula Ltd can accept no responsibility for delay or cancellation of any flights, train, buses or other forms of transport.

15.  Casa Libelula Ltd reserves the right to alter any facility accommodation or yoga activity.

16.  The customer must ensure that he/she is medically and physically fit and able to use our facilities and participate in activities. Customers who have injuries or illnesses are advised to seek doctor’s advice if practicing yoga. Casa Libelula Ltd is not liable for any injuries to the customer in his/her use of our facilities or participation in activities. A customer must always stop and rest if he/she is feeling any pain or sickness and inform the teacher of any previous injuries. The customer must provide emergency contact and insurance details.

17. In the event of an emergency, Casa Libelula Ltd will help within reasonable parameters but will not be held responsible for any resulting outcome.

18.  Casa Libelula Ltd cannot accept any responsibility for loss or damage of personal possessions or valuables of the customer.

19.  In the event of a customer having any complaint then he/she will not discuss this with any third party and shall notify Casa Libelula Ltd as soon as possible.

20.  Casa Libelula Ltd shall not be liable for any failures beyond its control. This covers natural disasters, war, ‘acts of God’, closure of airports, civil strife, accidents, or failure to perform by third parties, including suppliers and subcontractors.

21.  Casa Libelula Ltd accepts no liability for loss, damage, injury or illnesses which may be received during the customers stay or travelling to and from the yoga retreat.

22. The customer must ensure arrival at the allotted time for transfers. Failure to do so will result in additional charges.

23.  We recommend that all customers have adequate travel, cancellation and medical insurance for the duration of the trip.

**24. Payment of deposit enters customer into a contract to adhere to the terms and conditions outlined in this document.**

# **15. Retreat Waiver (Required)**

To be completed by all retreat participants and emailed to helen@casalibelulaespana.com in advance of the retreat.

By completing and signing this form, I hereby agree to the following:

\* Required

1. Definitions.

“Retreat” shall include any and all group wellness-oriented packages/experiences that offer any of the included Activities with Casa Libelula Ltd.

“Activities” shall include walking, hiking, running, yoga, pilates, core strength exercises, dynamic and joint mobility exercises, stretches, workshops, training, meditation, instruction, lectures, transportation in any vehicle, travelling to and from a Retreat and all other activities associated with the Retreat.

“Risks” shall include, without limitation, vehicular traffic, road and trail conditions, health conditions, weather, equipment failure, driver error, participant error, food provided, facilities, actions of other people, and the actions, negligence, and carelessness of the Released, as defined below.

“Released” shall include the Retreat organizers, booking agents, hosts, website hosting partners, retreat hosts, leaders, volunteers, officers, directors, employees, contractors and agents, the owners or operators of any Retreat facilities or equipment provided, the sponsors and partners of the Retreat. \*

I have read and agree

Signature………………………….

2. I hereby certify that there are no health-related reasons or problems that preclude or restrict my participation in the Retreat, that I am physically fit, able to walk on unstable surfaces, such as trails, paths, grass and roads, and have not been advised otherwise by a qualified medical person. I hereby assume all risks of participation in the Activities and the Retreat, including without limitation all risks, whether such risks are caused (a) by the negligence or carelessness of the retreat leaders, (b) the negligence or carelessness of myself or (c) from dangerous or defective equipment or property owned or provided in any way by the Released. I knowingly, voluntarily and expressly waive any claim that I may have against the Released for any injury, death or damages that I may sustain as a result of being at the Retreat. I acknowledge that the Retreat may be an extreme test of my physical and mental limits and carries with it the potential for serious injury, property loss and even death. I am fully aware of the risks and/or hazards involved. \*

I have read and agree

Signature………………………….

3. I understand that it is my responsibility to consult with a physician prior to and regarding my participation in any Retreat. I certify that I am physically fit and I have no medical condition, which would prevent my full participation in the Retreat or Retreat Activities. \*

I have read and agree

Signature………………………….

4. I understand that if I am pregnant, I will take necessary steps to ensure my doctor and health care providers know I am participating in this Retreat. I assert that I am of fit health to participate in the Retreat and will alert all Retreat hosts and leaders whose sessions I participate in that I am pregnant. \*

I have read and agree

Signature………………………….

5. I release and discharge Casa Libelula Ltd, its directors, owners, staff, leaders and all of the Released from any and all liability, claim, demand or action that I may have related to the loss, theft or damage of any of my personal property while at the Retreat. \*

I have read and agree

Signature………………………….

6. I hereby authorize Casa Libelula Ltd to publish photographs and video taken of me during the Retreat, for use in the Casa Libelula Ltd print, online and video-based marketing materials, as well as other company publications. \*

I have read and agree

Signature………………………….

7. I hereby release and hold harmless Casa Libelula Ltd from any reasonable expectation of privacy or confidentiality associated with the images specified above. \*

I have read and agree

Signature………………………….

8. I further acknowledge that my participation is voluntary and that I will not receive financial compensation of any type associated with the taking or publication of these photographs or participation in Casa Libelula Ltd marketing materials or other Casa Libelula Ltd publications. I acknowledge and agree that publication of said photos confers no rights of ownership or royalties whatsoever. \*

I have read and agree

Signature………………………….

9. I hereby release Casa Libelula Ltd, its contractors, its employees, and any third parties involved in the creation or publication of marketing materials, from liability for any claims by me or any third party in connection with my participation. \*

I have read and agree

Signature………………………….

10. I, my heirs or legal representatives, forever release, waive, discharge and covenant negligence or other acts. I have read the above release and waiver of liability and fully understand its contents. I am 18 years of age or older and voluntarily agree to the terms and conditions stated above. I agree that in the event of my death or disability, the terms of this agreement will be binding on my estate, and my personal representative, executor, administrator or guardian will be obligated to respect and enforce them. \*

I have read and agree

Signature………………………….

11. I agree that the purpose of this agreement is that it shall be an enforceable release of liability and indemnity as broad and inclusive as is permitted by law. I agree that if any portion or provision of this agreement is found to be invalid or unenforceable, then the remainder will continue in full force and effect. I also agree that any invalid provision will be modified or partially enforced to the maximum extent permitted by law to carry out the purpose of the agreement. \*

I have read and agree

Print name…………………………

Signature…………………………..

Date……………………………….

# **16. Health Questionnaire (Required)**

To be completed by all retreat participants and emailed to helen@casalibelulaespana.com in advance of the retreat.

**Personal Details:**

Name: Date of Birth:

Contact number: Emergency contact number:

Email: Passport Number:

**Health Information:**

Medical Conditions: Please tick & give details below as required.

* Arthritis
* Asthma
* Back pain
* Blood Pressure
* Diabetes
* Ear/Eye
* Epilepsy
* Heart Condition
* Migraines
* Pregnancy
* Depression
* Allergies
* Injury
* Surgery

**Have you had Covid 19? If so, when?**

**Have you had Covid 19 vaccinations? Dates of vaccinations:**

**Have you had any long-term Covid 19 symptoms?**

Any other condition/injuries:

Details:

Medication:

**It is your responsibility to let us know if anything changes……**

GDPR May 2018:

Any data collected will be used for the sole purpose of client wellbeing and safety and will not be disclosed to external sources, except when required to give contact details to adhere to Covid 19 guidelines. For insurance purposes records shall be kept for at least 7 years following the last occasion on which treatment was given.

To the best of my awareness and knowledge I am of sound body and mind to take part in a yoga and wellness retreat.

Name:

Signature:

Date: