



## **Terms and conditions**

These terms and conditions apply to all programs, trainings, workshops, coaching and retreats from Artisa. Deviations from these terms and conditions shall only apply if Artisa has confirmed in writing.

## **Application and booking**

By filling out the booking form you agree to our booking conditions and cancellation policy. All bookings must be accompanied by the appropriate deposit. The balance of your course fee is payable no later than 4 weeks before the course or retreat starts and we do not send reminders. Upon registration, the statutory waiting period of 14 days is taken into account. Your booking may be canceled free of charge within 14 days, calculated from the date of registration.

Each program, training, workshop, retreat, event will be held provided that there are enough participants. We will inform participants in time, before flights have been booked. Solo retreats for scientists and artists always happen, once enrolled. For most programs we have an intake, either written or by telephone.

## **Information obligation**

Artisa cannot be held liable for damage as a result of incorrect and / or incomplete information provided by or on behalf of the student / client.

## **Privacy and data**

By booking, you agree that we may collect and store personal information about you and your interactions with Artisa. This includes: your personal contact details; details of your booking and booking history, including any access and dietary needs you have told us about; records of payments (not including credit/debit cards numbers, etc.); any correspondence and any other information we need to keep in order to administer your booking. All personal information is kept securely on electronic systems. We do not store payment card details. We will use this information to communicate with you about your booking and we may, unless you tell us otherwise, communicate with you occasionally about our work and other courses and support that we offer. We never share or sell information about our course participants with any third party, either in aggregate or in individual form.

## **Education and teaching material**

Artisa will do everything possible to reach teaching- and training goals. Artisa keeps all copyright and other rights about the teaching material provided. Nothing from this material may be reproduced or published without the prior written permission of Artisa.

### **Changes to the programme or tutor**

Artisa has the right to make changes to the advertised programme and tutors. As we plan the Artisa programme in advance, changes will inevitably occur to some courses, and occasionally the original tutors are unavailable. We always endeavour to replace tutors with someone of similar experience, and to give you as much notice as possible. Please note that where we have to change tutors, you do not have additional rights of cancellation and our standard terms still apply.

### **Travel insurance**

You are strongly advised to take out travel insurance to cover potential loss arising from cancellation or other eventuality affecting your booking, including course fees and travel costs.

### **Cancelation policy**

Upon registration, the statutory waiting period of 14 days is taken into account. Your booking may be canceled free of charge within 14 days, calculated from the date of registration. Up to 8 weeks before the start of the program, your participation can be cancelled without paying obligations minus 15% administration costs. Up to 28 days before the start, 50 % of the total price needs to be paid. Within 28 days and less, the full price needs to be paid and there will be no refunding. After consultation, it is possible, to send a replacer or to attend another (future) program.

In case we have to cancel because of Covid-19 and/or travel restrictions you will get a full refund or you can choose to reschedule the week without additional costs. You can choose which option is best for you. In case you choose to get a refund, Artisa applies a period of 14 days.

### **Liability**

The participant of programs/trainings/workshops/retreats/ events at Artisa :

- \* accepts full responsibility for direct or indirect consequences of participation
- \* will not blame facilitator/ teacher/ assistant for any (alleged) psychological or physical injury that could happen because of this participation
- \* accepts full responsibility for any damage that could result out of participation and using the venue.

Artisa cannot accept responsibility for any loss, damage or expense sustained by students as a result of an event or circumstance whether arising from natural cause, human agency, or beyond its control otherwise.

## **Conduct**

Artisa's courses and retreats rely on a supportive environment that depends on tolerance and understanding of all participants and tutors and their creative work. We therefore ask that you are thoughtful and respectful of other students. Artisa reserves the right to refuse a place and / or to exclude from a course any student who, in the opinion of the centre director, behaves in an abusive or disruptive manner or engages in any discriminatory conduct. No refund will be given if exclusion is made for these reasons.

## **Portrait photos rights**

Once Artisa has requested permission, photographs of teachers and course participants, which are made during courses / workshops and training, may be used for commercial communications such as the website, the digital newsletter and social media. Portrait photos delivered by speakers / teachers should be free of portrait rights.

## **Applicable Law**

To every agreement between Artisa and participants Dutch laws applies.

## **Comments and complaints**

While Artisa makes every effort to maintain high standards and provide high-quality experiences for all participants, you may on occasion want to offer comments or make a complaint. At the end of every stay we give you the opportunity to provide feedback through our evaluation form, but if you feel this is not sufficient, you may wish to make a formal complaint. A copy of our complaints procedure can be found on our website.

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