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YOGA MINDFULNESS IBIZA
AWARENESS & EMPOWERMENT

Yoga Mindfulness Ibiza Corona Cancellation Policy

In the current circumstances, our guests can no longer enjoy their booked retreats on Ibiza and are no longer allowed entering the island at this time. The government advises against traveling abroad.

Notification of retreats happening in May 2020 and June 2020 will follow if there is more clarity regarding the travel advice from the official authorities and the development of the consequences of the Corona virus.

Our advice

If you have booked a retreat in 2020 with us, we advise you to use our Corona voucher offered by Yoga Mindfulness Ibiza to rebook your retreat. See our agenda for all possible dates of our retreats on Ibiza in 2020. The retreats in 2021 will soon be added to the site.

More information about our Corona voucher and our Relaxed Exchange Guarantee can be found below under FAQs.

Yoga Mindfulness Ibiza (YMI) Corona voucher

To all our guests who's retreat has been canceled will receive a YMI Corona voucher for the paid fare that will allow a replacement retreat to be booked at a later date. The YMI Corona voucher is valid for one year from the time of issue. When you have booked a retreat with us you will receive an YMI Corona voucher that can be used for a future retreat with YMI.

We will contact you within two weeks at the latest on how the YMI Corona voucher will be made available. But please **contact us** if you have any questions.

More information about the YMI Corona voucher can be found below in the FAQ.

Relaxed Exchange Guarantee

Until May 31, 2020 you can use the Relaxed Exchange Guarantee. This allows you to pick a new date of all our retreats happening on Ibiza for the **entire season from today until November 31, 2020**. We check availability and any additional costs for you and pass them on to you.

Exchange is possible until two weeks of the start of the retreat.



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Yoga Mindfulness Ibiza guests with a retreat date in the above-mentioned period may use the Relaxed Exchange Guarantee.

- Your retreat date must be rebooked by May 31, 2020.
- The new Inner Change retreat must be happening no later than 31 November 2021.

[The terms of the Yoga Mindfulness Ibiza Relaxed Exchange Guarantee can be found here .](#)

If the cost of your new retreat becomes more expensive, the additional cost of your rebooking is at your own expense. If the fare of your new retreat with us gets cheaper, Yoga Mindfulness Ibiza will refund you the difference, up to 30% of the difference in price. This Flexible Exchange Guarantee is valid until May 31, 2020.

You can find more information about the Relaxed Exchange Guarantee in the FAQs below.

Specific questions about the Corona virus? We advise you to keep a close eye on the [RIVM](#) page; [RIVM](#)

Frequently Asked Questions - General

Q: Why doesn't Yoga Mindfulness Ibiza cancel all trips until June?

A: YMI has already canceled a retreat in April 2020. This follows the cabinet's explicit advice not to travel until May holidays. Developments are moving fast and are changing from day to day at this time. We are in close contact with the Ministry of Foreign Affairs and the ANVR and if advice is further adjusted, we will follow up on it. For more information please visit their website; [ANVR](#)

Q: You have booked our retreat from 23 to 30 May 2020. What can you do?

A: YMI has canceled all retreats with a date up to and including 10 May 2020. Our guests whose retreat has been officially canceled will receive a YMI Corona voucher. You can also use our relaxed exchange guarantee. This allows you to change your trip to a different date, throughout the summer season. Hopefully that gives you more peace.

Frequently asked questions - YMI Corona voucher

[Read the entire letter for customers about the YMI Corona voucher here.](#)

Q: Can Yoga Mindfulness Ibiza offer a voucher instead of cash refund?

A: Yes we can. The YMI Corona voucher was developed by the industry association ANVR. In view of the exceptional situation we are in, the voucher is seen as an appropriate solution: this is recognized by both the European Commission and the Ministry of Economic Affairs.



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Q: Why an YMI Corona voucher?

A: Retreat organizers are now dealing with large-scale cancellations, while for these weeks they have often already made substantial payments to accommodations etc. And nowadays little to no bookings are made. This way, retreat organizers quickly run out of resources. If this takes longer, all retreat/ event organizers of any form will no longer be able to meet their obligations and will have to apply for financial incapacity and then they would go bankrupt. Therefore, instead of money, retreat organizers offer a special voucher. This way our organization will continue to exist and you can book a new retreat later with our YMI Corona voucher.

Q: When will you receive the YMI Corona voucher? How does this work? What is the start and end date?

A: You will receive more information from Yoga Mindfulness Ibiza within two weeks. You can always send us an email with your concerns and/or questions.

Q: What is the value of the YMI Corona voucher? And what if you want to book another retreat that is more expensive / cheaper?

A: The value of the YMI Corona voucher is completely equal to the retreat sum paid by you. The YMI Corona voucher is valid for one year from the date of issue. Will the cost of your new retreat become more expensive? Then you pay the difference yourself. If the new retreat date becomes cheaper, Yoga Mindfulness Ibiza will refund you the difference with a maximum of 25%

Q: How long does the YMI Corona voucher remain valid?

A: The YMI Corona voucher is valid for one year from the time of issue.

Q: What if you don't want the voucher?

A: Of course, you can refuse. However, if Yoga Mindfulness Ibiza goes bankrupt before you receive your money from the canceled retreat, it will not be covered and you will not receive any money at all. We want to prevent that and offer a solution best for everybody.

Q: Is the YMI Corona voucher personal? Or may it also be transferred?

A: The YMI Corona voucher is personal, you may not transfer it to anyone else. This is linked to the main person who booked the retreat with us.

Q: Can you combine the Relaxed Exchange Guarantee and the YMI Corona voucher?

A: No this is not possible. The YMI Corona voucher only applies to retreats canceled by Yoga Mindfulness Ibiza through May 10, 2020. The Relaxed Exchange Guarantee applies to anyone who has booked a retreat after May 10, 2020 and is hesitant to go. Our guests can use this to adjust their retreat date to any other retreat in case there is availability.

Q: Can you already make a booking for our retreats in 2021?

A: Once you have received the YMI Corona voucher, you can already make a pre-booking for our



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retreats next year. However, the dates are not concrete yet and the flights can only be booked 11 months in advance.

Frequently asked questions - Payment

Q: Can you postpone your down payment due to the Corona virus?

A: The regular terms and conditions and payment obligations apply to all bookings. The payment terms and amounts are stated on your invoice. This remains unchanged

Q: You have booked a retreat with departure in 6 weeks and you have not yet paid the full amount of your stay. How is this handled with the YMI Corona voucher?

A: If you have made a deposit for your retreat and it has been canceled, you will receive a YMI Corona voucher worth the amount of the deposit. The remaining amount of the retreat price has to be paid four weeks before attending the retreat.

Q: How is travel or cancellation insurance refunded?

A: Please contact your insurance company regarding this question.

Yoga Mindfulness Ibiza is keeping a close eye on developments. Check our page regularly for any changes. Thanks for your cooperation.

Obvious errors and / or mistakes do not bind us, nor is Yoga Mindfulness Ibiza responsible for the consequences that may arise therefrom.

Follow us on [Facebook](#) or [Instagram](#) and sign up for [our newsletter](#), so we can still inspire you about beautiful retreats happening in 2020.