Pancha Elements Bali Retreat: Booking Terms and Conditions

Oct 24, 2026 ·

These terms apply to your place on the Pancha Elements Bali Retreat in Sukawati, Bali, from 8 to 13 August 2027. Please read them before you pay your deposit.

Key dates at a glance

Date	What happens
When you book	Pay your deposit of AUD 600. Buy travel insurance within 14 days.
20 May 2027	Remaining payment.
25 July 2027	Send us your signed Safety and Participation Agreement and your flight and travel insurance details, and send the venue its guest form. Last day to transfer your place free of charge.
8 August 2027	Arrival. Check-in from 2pm; airport transfers between 6am and 9pm.
11 August 2027	Galungan, one of Bali's most important ceremonial days.
13 August 2027	Departure. Check-out by 11am; airport transfers between 6am and 9pm.

1. About these terms

Who we are. The retreat is led by Chan Wai Sum June (ABN 11757916696) ("we", "us"). You can contact us at chanjunews@gmail.com.

Who you are. "You" means the person named on the booking. You must be 18 or over to attend.

The documents that make up your booking. Your booking is made up of:

1. these Booking Terms and Conditions;
2. our Safety and Participation Agreement, which you sign before you travel, and which contains our risk warning, your pre-participation declaration and an exclusion of liability for recreational services; and
3. your booking confirmation and the retreat itinerary.

Where the Safety and Participation Agreement and these terms deal with the same matter, such as payment, cancellation, changes, or events outside anyone's control, these terms apply.

When your booking is confirmed. We'll give you these terms before you pay. By paying your deposit, you confirm you've read and accept them. Your booking is confirmed when we receive your deposit and send you a booking confirmation, together with our Safety and Participation Agreement for you to sign before you travel. If you'd rather not sign it, tell us within 14 days of receiving it and we'll refund everything you've paid.

Our venue. The retreat takes place at a private, eco-luxury retreat venue in Sukawati, Bali, which we've booked for our group under a separate agreement. We'll give you the venue's name and address in your booking confirmation.

2. What's included

Your retreat package includes:

- 5 nights' accommodation at our retreat venue in Sukawati, Bali, from 8 to 13 August 2027
- three healthy meals a day, from dinner on arrival day to breakfast on departure day
- return airport transfers on the arrival and departure days, between 6am and 9pm
- our daily programme of Yoga, Pilates, Sound Healing and other guided sessions, led by June Chan
- a welcome dinner with traditional Balinese dancers and musicians, and a farewell dinner
- an introduction to Balinese culture, a cultural artisan shopping experience and a rice field walk
- a Balinese dance lesson, a cooking class and a Bali incense workshop
- a sacred fire and water cleansing ritual, held at the venue's shrine
- a mocktail package at a beach lounge on the coast
- personal concierge support from the venue, and daily amenities

Not included:

- flights to and from Bali
- travel insurance, which is compulsory (see section 7)
- visa fees, and the Bali tourism levy for foreign visitors
- airport transfers outside 6am to 9pm or on other days, which the venue charges per vehicle and we pass on at cost
- optional extras, such as the art market, spa treatments outside the package and additional activities
- alcohol, personal expenses and anything not listed above

The programme. We'll send you a day-by-day itinerary. The order and timing of sessions and activities may change for reasons such as weather, safety, the availability of providers, or Balinese ceremonies. 11 August 2027 is Galungan, one of Bali's most important ceremonial days, and we'll plan the programme around it. Section 5 explains what happens if an included activity can't go ahead.

3. Price, payment and rooms

Price. The retreat price is the price for a shared or single room shown on our booking page and in your booking confirmation. All prices are in Australian dollars. Once you've booked, your price won't change.

Payment schedule.

When	Payment
When you book	Deposit of AUD 600
By 20 May 2027	Remaining payment

If you book after 20 May 2027, the full price is due when you book.

How to pay. By bank transfer to the account on your invoice.

If a payment is late. We'll remind you in writing and give you 7 days to pay. If it's still unpaid after that, we may cancel your booking, and section 4 applies as if you had cancelled on that date.

Rooms. Rooms are shared between two people unless you book a single room. We allocate rooms and match roommates of the same gender; tell us when you book if you'd like to share with someone in particular. If we can't match you with a roommate by 20 May 2027, you can choose to pay the single room supplement, or cancel and receive a full refund, including your deposit.

4. If you cancel

How to cancel. Tell us in writing by email. Your cancellation takes effect when we receive it.

Cancellation charges. These reflect the commitments we make to the venue for your place, which become fixed as the retreat approaches.

When we receive your cancellation	What we keep
On or before 20 May 2027	Your deposit
21 May to 25 June 2027	50% of the retreat price
After 25 June 2027	The full retreat price

If you've paid more than the amount we keep, we'll refund the difference within 14 days.

Transfer your place instead. You can transfer your place to someone else at no charge until 25 July 2027, as long as they accept these terms, sign our Safety and Participation Agreement and meet the requirements in sections 7 and 8. After 25 July, a transfer is possible only if the venue can accommodate the change.

If we resell your place. If you cancel after 20 May 2027 and the retreat is fully booked when it begins, we'll treat your place as resold and refund what you've paid, less your deposit, within 14 days of the retreat's start. Our booking page shows how many rooms the retreat has, and your booking confirmation will state that number. The retreat counts as fully booked when at least that many rooms are fully taken, or every room if the retreat ends up with fewer. A room is fully taken when it's booked as a single room, or as a shared room with both places booked. If you ask, we'll confirm whether the retreat was fully booked. If it wasn't, a new booking doesn't count as reselling your place, because there was room for that person anyway. For example, if rooms are still available when you cancel and someone else then books, that only counts as a resale if the retreat ends up fully booked.

Leaving early. If you choose to leave the retreat early, we can't refund unused nights, meals or activities.

Your travel insurance. Cancelling for personal reasons, including illness, is what your travel insurance is for (see section 7).

5. If we change or cancel the retreat

If an activity can't go ahead. If an included activity can't take place, for example because of weather, safety, a provider being unavailable or a local ceremony, we'll replace it with a comparable alternative where we can. This applies when the activity itself can't take place, not when it goes ahead and you don't take part.

Major changes. If we need to make a change that significantly alters your retreat, such as a change of venue or dates, we'll tell you as soon as possible. You can accept the change, or cancel and receive a full refund.

If the venue cancels. If the venue cancels our booking or can't host the retreat for reasons other than an event covered in section 6, we'll offer you comparable alternative dates or a comparable venue. If you'd rather not accept, we'll refund everything you've paid within 14 days.

If we cancel for any other reason. If we cancel the retreat for any reason not covered in section 6, we'll refund everything you've paid within 14 days.

Your own travel costs. Except where the law requires otherwise, we don't refund flights, visas or other travel costs you arrange yourself if we change or cancel the retreat. Your travel insurance may cover them.

6. Events outside anyone's control

What this covers. An event outside our reasonable control that prevents the venue from operating, or prevents travel to Bali generally. Examples include a natural disaster, volcanic activity, an epidemic, the closure of Bali's airport, or restrictions on entry, exit or travel imposed by the Indonesian or Australian government.

What it doesn't cover. Your own circumstances, where travel to Bali is still generally possible and the venue is open: for example illness, a refused visa, a missed flight or a change of plans. Section 4 and your travel insurance cover those.

If the retreat can't go ahead. We'll move the retreat to new dates within 24 months of the original dates, and tell you as soon as they're agreed with the venue. Your booking and everything you've paid move to the new dates automatically.

If you can't make the new dates, you can choose:

1. to transfer your place to someone else at no charge;
2. a credit for everything you've paid, valid for 24 months, toward any of our retreats; or
3. a refund of the part of your payment that we haven't already paid to the venue or other suppliers and can't recover. We'll show you how it's calculated.

If the retreat is disrupted but goes ahead. If an event outside anyone's control disrupts part of the retreat, we'll offer reasonable alternatives, and section 5 applies to any included activity that can't go ahead.

7. Travel insurance, visas and travel documents

Travel insurance is compulsory. You must hold travel insurance that covers:

- cancellation, including the full cost of this retreat;
- medical treatment overseas;
- emergency evacuation and repatriation; and
- the activities on our programme.

Buy it within 14 days of paying your deposit. Insurers usually won't cover an event once it's known, as travellers found when Mount Agung erupted in 2017. Send us your insurer's name, your policy number and the insurer's emergency phone number by 25 July 2027, or within 7 days of booking if you book after that date. If we haven't received them by then, we'll remind you and give you 7 days to send them. If we still don't have them after that, we may cancel your booking, and section 4 applies as if you had cancelled on that date. We don't check the terms of your policy, so it's up to you to make sure your cover meets these requirements.

Passports and visas. Your passport must be valid for at least six months from the date you arrive in Indonesia. You're responsible for your own visa and entry requirements, and for paying any visa fee and the Bali tourism levy for foreign visitors. Check the current rules on Smartraveller before you travel; we'll also include them in our pre-departure information.

Flights. Send us your flight details by 25 July 2027 so the venue can arrange your transfer, and tell us of any change at least 72 hours before your flight. If your arrival-day flight is delayed by the airline, the transfer still meets it at no extra cost. If you choose a flight landing or leaving outside 6am to 9pm, or on a different day, the venue charges a transfer fee per vehicle, which we pass on at cost.

Arriving and leaving. Check-in is from 2pm on 8 August and check-out is by 11am on 13 August. Early check-in or late check-out depends on availability and may cost extra.

8. Health, safety and the venue's guest form

Our Safety and Participation Agreement. Before you travel, you'll sign our Safety and Participation Agreement. It contains our risk warning for the retreat's activities, a short pre-participation declaration about your health, and an exclusion of liability for recreational services, which Australian law permits. Please read it carefully. Signing it is a condition of attending. If you'd rather not sign it, tell us within 14 days of receiving it and we'll refund everything you've paid (see section 1). Otherwise, please sign and return it by 25 July 2027, or within 7 days of receiving it if you book after that date. If we haven't received it by then, we'll remind you and give you 7 days to sign. If it's still unsigned after that, we may cancel your booking, and section 4 applies as if you had cancelled on that date.

Your health. Tell us before the retreat about anything that affects your safe participation, and about any allergies and dietary requirements, so we can pass the relevant details to the venue's kitchen and staff. Please don't attend if you have symptoms of an infectious illness.

The venue's guest form. The venue asks every guest to complete its own participant agreement form, which we'll send you before you travel. Please return it directly to the venue by 25 July 2027, as explained in your pre-departure information. The venue's own deadline is 5 days before arrival, and it can't provide its services without the form, including your airport transfer. The form also asks you to choose one of the venue's four food programs; changes made less than 72 hours before arrival may incur a venue fee.

The form is the venue's own document, an agreement between you and the venue. It isn't part of your booking with us, it doesn't change these terms or our Safety and Participation Agreement, and it doesn't limit your rights under the Australian Consumer Law. Where it mentions retreat leaders, our responsibilities to you remain those set out in these terms and our Safety and Participation Agreement, and we don't rely on the form.

If you'd prefer not to sign a venue form of this kind, please tell us before you book.

9. At the retreat

Looking after each other. Please treat other participants, our team, the venue's staff and the local community with respect. We won't tolerate harassment, discrimination or violence.

Respecting Balinese custom. Religious life is part of daily life in Bali, and our retreat falls during Galungan. Wear a sarong and sash when visiting temples or shrines, cover your shoulders and knees, don't walk in front of people praying or step on offerings, and follow the guidance of the venue's staff. Balinese custom also asks anyone who is menstruating not to enter temples or shrines, and this may include the cleansing ritual at the venue's shrine.

Venue rules. The venue's house rules apply, including:

- illegal drugs and weapons are prohibited, and Indonesia's drug laws carry very severe penalties;
- smoking is allowed only in designated areas;
- music and sound systems may be used only between 7am and 9:30pm, with calm music only before 9am; and
- take care around the pools, bridges, walkways, stairs and balconies.

Damage. You're responsible for loss of or damage to the venue's property that you cause, beyond normal wear and tear. If the venue makes a claim, we'll share its evidence with you before asking you to pay.

If we have to ask you to leave. If your behaviour seriously breaches these terms or puts anyone at risk, we may ask you to stop an activity or leave the retreat, after first warning you where it's safe and practical to do so. If you're asked to leave for a serious breach, we'll refund the unused part of your fee that we can recover only if the circumstances make that fair, and you'll be responsible for your own onward travel and accommodation.

10. Photos and your personal information

Photos. In our Safety and Participation Agreement you choose whether we may use photos or video of you to promote our retreats, and you can change your mind at any time. The venue has agreed not to photograph or film our sessions or participants without our

consent and yours. Please don't photograph or film other participants without their permission.

Your personal information (our privacy policy). This part of section 10 explains how we handle your personal information, and it is our privacy policy.

What we collect. Your name and contact details; your booking and payment details; your flight and travel insurance details; your dietary requirements and allergies; and the health information you give us in your pre-participation declaration. We collect it from you directly.

Why we collect it. To manage your booking, deliver the retreat safely, look after you in an emergency, and meet our legal obligations. We'll only send you news about future retreats if you've agreed, and you can unsubscribe at any time. We don't sell your information.

Who we share it with. We share it only with:

- our venue in Bali, Indonesia: your name, your flight details, and your dietary and relevant health information. The venue has agreed to use it only to deliver the retreat, to restrict health and dietary information to staff who need it, and to delete it within 90 days of departure unless the law requires it to be kept;
- our teacher, where health information is relevant to your safe participation; and
- medical or emergency services, if needed to protect your health or safety.

Information you give the venue directly, such as the passport details on its guest form, is handled by the venue under Indonesian law.

How long we keep it. We securely destroy the health answers in your pre-participation declaration within three months after the retreat ends, unless we need them for an actual or expected claim. We keep your signed Safety and Participation Agreement and your booking and payment records for seven years.

Keeping it secure. We store your information securely and limit access to the people who need it.

Seeing or correcting your information. You can ask to see or correct the information we hold about you by emailing us. We'll respond within 30 days.

Privacy complaints. If you're concerned about how we've handled your information, email us and we'll respond within 30 days. If you're not satisfied with our response, you can complain to the Office of the Australian Information Commissioner at oaic.gov.au.

11. Your rights, our responsibility and complaints

Your rights under Australian law. Our services come with guarantees that can't be excluded under the Australian Consumer Law, including that we'll provide them with due care and skill. Nothing in these terms excludes, restricts or modifies any right or remedy you have under the Australian Consumer Law that can't lawfully be excluded, except to the limited extent set out in the exclusion of liability for recreational services in our Safety and Participation Agreement.

Our responsibility. We choose the venue and our other providers with care, and we remain responsible to you for your retreat as the law requires. Except where the law provides otherwise, we're not responsible for losses that aren't a reasonably foreseeable result of something we did or failed to do.

Complaints. If something isn't right during the retreat, please tell us straight away so we can fix it. If you're still unhappy, email us within 30 days of the retreat ending and we'll respond within 14 days. If we can't resolve it together, either of us may refer the matter to mediation in Queensland. You can also contact the Office of Fair Trading Queensland, or apply to the Queensland Civil and Administrative Tribunal.

General. These terms are governed by the law of Queensland. If any part of them is found invalid, the rest still applies. We may update these terms for future retreats, but the version you accepted when you booked applies to your booking.