



Terms & conditions



Updated: 01.01.2024

Please note: Programs refer to the workshops/events/retreats and training organized by Shamali Nature and Retreat Center (hereafter referred to as Shamali) and/or under the name of the Norwegian Sufi Community (hereafter referred to as NSC), whether online or onsite.

1) General

- a. These Terms and Conditions apply to bookings for workshops, events, retreats, and training (collectively known as programs), both onsite and online.
- b. Unless otherwise stated, all points are relevant to all guest/participant visits, both online and on-site.

2) Venues

Most programs occur at Shamali (Address: Vedvikveien 428, 7770, Flatanger, Norway) or Online. However, programs can also take place elsewhere. We reserve the right to alter the venue for any workshop or event at any time.

3) Personal wellbeing

- a. Participants are responsible for maintaining their own well-being and must inform us of any pre-existing medical, physical, emotional, mental health, or addiction conditions so that together we can assess whether the program environment is suitable for participation.
- b. Participants agree to continue taking any medication prescribed by a medical practitioner for the duration of the program.
- c. We are not a therapy center. Please note that *none* of Shamali's and/or NSC's activities are intended to be "psychotherapeutic" or to treat active or underlying emotional, physical, or mental illnesses. Those who choose to participate in Shamali's and/or NSC's activities should be aware that they do so as fully responsible adults solely for the purpose of spiritual growth.

4) Refusal of admission/requests to leave.

- a. We reserve the right to refuse admission to our programs if participation appears inappropriate on or before arrival / the start date.
- b. We also reserve the right to ask any participant to leave the program if their behavior is disruptive to the program, Shamali, or NSC or interferes with the rights of others. This includes, but is not limited to, speeding, nuisance noise, abusive/threatening behavior, and abuse of legal or illegal substances and alcohol.
- c. No refund will be given.

5) Liability

All information included in any of our publicity is correct at the time of going to press and is subject to change. Whilst every effort is made to provide the programs and services as advertised, Shamali and/or NSC, (including their volunteers) do not accept liability for:

- a. Cancellations or changes caused by staff unavailability, low bookings, weather conditions, maintenance work, pandemics, acts of Spirit, Government, or other authorities.
- b. Any situations beyond our control or subsequent to participation in one of the programs.
- c. Participants' medical / health or psychiatric conditions which may exist or which may arise or seem to arise during or as a consequence of / subsequent to participation in one of our programs.
- d. Damage to, or loss or theft from, any accommodation or other property of the personal property of our participants.
- e. Any injury, accident, or mishap on the site, unless caused or contributed to by the negligence or default of Shamali Nature and Retreat Center, The Norwegian Sufi Community, or their volunteers.
- f. All participation is at the participant's own risk.

6) Partnership

- a. Our newsletter can include announcements about activities/programs of affiliate organizations or third parties purely for the sake of advertising. We are not liable for/do not have responsibility for incorrect information or errors in such announcements.
- b. We are not liable for/do not have responsibility for affiliate organizations and their programs and procedures.
- c. For programs run in partnership with Shamali and/or the NSC, we accept no liability for the partnerships' acts, omissions, or negligence.

7) Payments

- a. You will receive an invoice for the guest stay or program you wish to attend. Unless otherwise specified, all payment is in advance.
- b. We prefer payment by bank transfer. Please do not send cash in the mail.
- b. Payment should be in Norwegian Crowns (NOK).
- c. You can use PayPal or Vipps (for Norwegian citizens) to make on-site payments. Ask for details if you wish to use these methods.
- e. Paying an invoice (whether partly or complete) constitutes acceptance of these Terms and Conditions.
- f. All bookings are provisional until we confirm via email.

8) Pricing.

- a. Different prices reflect different standards of accommodation and programs, and whether the program is hosted or not.
- b. There are limited scholarships available in the form of reduced prices for a program. This is ment for those with a limited economy. In general this does not apply to quest stays. Take contact when you need more information.

9) Accommodation.

- a. All our rooms and accommodations are simply furnished.

- b. Depending on availability, program accommodation is in shared, double, and single rooms. There is no shared accommodation with strangers.
- c. An entire accommodation is available for rent for groups on a self-catering basis. Only members of your group may use the rented accommodations or facilities.
- d. Participants should satisfy themselves that their accommodation is in good condition before occupying it. The participant accepts responsibility for the accommodation and its equipment throughout the program by occupying the accommodation.
- e. Participants must keep their accommodation clean and tidy during their occupation and upon departure. If the accommodation is not left to a satisfactory standard, a minimum charge of 500 NOK/room will be made.
- f. Smoking or the use of alcohol is not permitted in any of our venues/properties.
- g. Under no circumstances may more than the maximum number of persons stated on our website occupy the property/ allocated rooms. We reserve the right to refuse admittance or require you to leave our accommodations if this condition is not observed.

10) Meals / dietary requirements.

- a. Where meals are included, our kitchen provides food. Vegan food or other alternatives can be requested beforehand. While we can prepare dishes without certain ingredients, we can't guarantee non-cross-contamination in the kitchen. With this in mind, unfortunately, we cannot cater to guests with serious or life-threatening food allergies/multiple food intolerances or guests with more specialized dietary needs.
- b. A small supermarket (Coop) is available 5 kilometers away in Vik, and a bigger one (Spar) is 13 kilometers away in Lauvsnes.

11) Nature around Shamali.

- a. Fishing water (sea and lakes) is within a short walking distance. Fishing in the sea is free, but fishing in some lakes might require a license. You can buy a fishing license in the nearby supermarket in Vik when necessary.
- b. The forests, mountains, and landscapes around are freely accessible.
- c. Nearby pastures have fences and gates you can pass freely, but take notice that you close them after passage. There are often sheep present somewhere on the pastures, even if you do not see them.
- d. Shamali is located in a small valley; there are several waterfalls and streams around you can visit.
- e. Do not leave garbage behind on our property or when visiting waterfalls, trails, mountains, beaches, rivers, or other natural areas.
- f. Forests and other landscapes are home to many different kinds of plants and animals; please behave like guests.
- g. Barbecues/bonfires/open fires in nature are not permitted.

12) Children (under 18).

- a. All programs are intended for 18 and over unless otherwise specified.
- b. Concerning guest stays with children: Parents are responsible for supervising their children and all minors at Shamali Nature and Retreat Center and facilities at all times.

13) Pets.

Pets are prohibited at Shamali unless in circumstances such as for medically necessary support dogs. Such a dog must be kept under control at all times and on a lead when outside at Shamali and the woods. Pet owners are responsible for clearing up any dog fouling.

14) Use of Likeness and Photography

- a. Shamali may video, photograph, or digitally record online and in-person programs and scenery, which can include its participants. We will always endeavor to inform you of this beforehand, but by participating in a program, you agree that we may take photographs that include your image and record your image/voice. You agree to Shamali's or NSC's usage of these for promotional, informational, and training purposes without compensation of any kind.
- b. We ask that no recordings or photographs be taken during a session or group activity and generally during your stay before obtaining specific permission if involving any of the group or staff, directly or indirectly.

15) Newsletters/Email

As a participant with us, Shamali or NSC and/or your course facilitator may contact you by email or SMS with information about other events, courses, and programs of interest. You can easily unsubscribe using the "unsubscribe" link in such communication.

16) Cancellations & refunds Policy

We strongly recommend you arrange holiday insurance that covers booking cancellations in case of cancellation by yourself or Shamali. This will give you the peace of mind that you will get your money back if you need to cancel your booking. If you choose not to, you accept responsibility for any loss you may incur due to cancellation.

16.1: Participant cancellations – onsite programs

- a. Cancellations up to 14 days from the start date of your program: refund of payment minus a 15% cancellation fee.
- b. Cancellations within 7 days of the start date of your program: refund of payment minus a 50% cancellation fee.
- c. Cancellation within 72 hours of the arrival day: Payment will be refunded minus an 80% cancellation fee.
- d. Cancellation on start day, no show, early departure: no refund available.

16.2: Participant cancellations – online programs

- a. Cancellations up to 72 hours before the start date of the online course or workshop start date: full refund.
- b. Cancellations within 72 hours of the online course or workshop start: no refund available. If you cannot attend, possible recordings of the program will still be available to you. Be aware that not every program is recorded.
- c. Cancellation on start day, no show, early departure: no refund available.

16.3: Facilitator Cancellations

- a. Onsite programs: When Shamali or NSC cancels a program (at any stage), the customer will receive a 100% refund of the payment made. We do not accept liability for any travel expenses incurred and strongly advise travel/holiday insurance.
- b. Online: If we must cancel an online module due to the facilitator's incapacity or illness, we reserve the right to reschedule or appoint a different facilitator.

16.4: Refunds

Refunds shall be made within 10 days of cancellation in accordance with the agreed terms of cancellation.

17) Complaints Policy

- a. If you are unhappy about any aspect of your experience with Shamali, please bring it to our awareness so that we can take action in the most supportive way possible. If you feel the issue has not been dealt with appropriately, you may complain to the appropriate person, and we will endeavor to resolve this to your satisfaction. Please clearly indicate the circumstances and details of your complaint and what resolution you would welcome. Our commitment to all complainants is to try to resolve complaints informally to satisfy all parties wherever possible.
- b. In the final instance, all matters arising from a dispute are subject to Norwegian law and the Norwegian courts' jurisdiction.

18) Alterations to the Terms and Conditions.

We reserve the right to amend our Terms and Conditions at any time as we deem necessary.