

INNER SANCTUM LDA. · GENERAL TERMS AND CONDITIONS

General Terms and Conditions

These general terms and conditions govern participation in all retreats, programs, events and services provided by Inner Sanctum. Together with the addenda, they form the contractual framework for your participation.

Inner Sanctum Lda.
Avenida de São Martinho nr 842
4730-520 São Martinho Valbom, Braga distrito, Portugal



Article 1 – Definitions

In these general terms and conditions, the following terms shall have the following meanings:

- **Inner Sanctum:** Inner Sanctum Lda, located at Avenida de São Martinho nr 842, 4730-520 São Martinho Valbom, Braga distrito.
- **Participant:** any natural person or legal entity participating in a retreat, program, event, or service provided by Inner Sanctum.
- **Retreat:** any retreat, training, coaching, mastermind, event, or program organized by Inner Sanctum.
- **Agreement:** any agreement between Inner Sanctum and the participant.
- **Force Majeure:** any circumstance beyond Inner Sanctum's control that makes performance unreasonably impossible.

Article 2 – Applicability

2.1 These general terms and conditions apply to all offers, agreements, and services provided by Inner Sanctum.

2.2 Deviations from these terms and conditions are valid only if confirmed in writing by Inner Sanctum.

2.3 Any general terms and conditions of the participant are expressly rejected.

2.4 Depending on the nature of the Retreat, participants may be required to execute additional documents, including informed consent forms, privacy notices and media release consents, which shall form an integral part of the contractual framework governing participation.

Article 3 – Formation of the Agreement

3.1 An agreement is concluded upon written confirmation by Inner Sanctum or as soon as payment is received.

3.2 Inner Sanctum reserves the right to refuse participation without providing a reason.

3.3 If participation is refused after the intake, any retreat fees already paid will be refunded.

3.4 *Suitability Assessment:* following the intake process, Inner Sanctum may determine that participation is not suitable for the participant or for the group environment.

3.5 *Referral to Professional Advice:* where concerns arise during the intake process, Inner Sanctum may require the participant to obtain advice from an appropriately qualified healthcare professional before participation.

Article 4 – Payment

4.1 All prices are exclusive of VAT unless otherwise stated.

4.2 Payment must be made within the period specified on the invoice.

4.3 In the event of late payment, the participant is automatically in default.



4.4 In the event of non-payment, Inner Sanctum has the right to: deny access to the retreat; terminate payment arrangements; charge collection costs and statutory interest.

4.5 All judicial and extrajudicial collection costs are fully borne by the participant.

4.6 *Chargebacks*: participants remain responsible for any payment reversed through chargeback procedures where the participation was validly confirmed.

Article 5 — Cancellation by the Participant

5.1 Cancellation must be made in writing.

5.2 If cancelled more than 30 days before the Retreat start date, the participant shall receive a 50% refund of the retreat fee.

5.3 If cancelled between 30 and 15 days before the Retreat start date, the participant shall receive a 25% refund of the retreat fee.

5.4 No refund shall be due for cancellations made 14 days or less before the Retreat start date.

5.5 If the participant leaves early or fails to show up, there is no right to a refund.

5.6 Inner Sanctum advises participants to purchase their own cancellation and travel insurance.

Article 6 — Changes or Cancellations by Inner Sanctum

6.1 Inner Sanctum reserves the right to change, reschedule, or cancel retreats if circumstances so require.

6.2 Circumstances includes: insufficient participants; illness of facilitators; safety risks; force majeure; operational limitations.

6.3 A retreat will take place with a minimum of four participants.

6.4 In the event of cancellation by Inner Sanctum, an alternative will be offered or the amount already paid will be refunded.

6.5 The participant is not entitled to additional compensation.

Article 7 — Conduct and Participation

7.1 Participants are responsible for their own behavior, physical condition, and mental fitness.

7.2 Participation is entirely voluntary and at your own risk.

7.3 Inner Sanctum reserves the right to immediately exclude participants in the event of: aggression; inappropriate behavior; substance abuse; disruption of group dynamics; failure to follow instructions.

7.4 In the event of exclusion, there is no right to a refund.

7.5 *Alcohol and Drugs*: the use of illegal drugs during the Retreat is prohibited. Excessive alcohol consumption that affects participant safety or group wellbeing may result in exclusion.

Article 8 — Liability



8.1 Inner Sanctum is under an obligation of effort only and expressly not under an obligation of result.

8.2 Inner Sanctum is not liable for: indirect damage; consequential damages; lost profits; psychological or physical complaints; loss, theft, or damage to property.

8.3 Any liability is limited to a maximum of the amount paid by the participant.

8.4 Participation in activities is entirely at the participant's own risk.

8.5 *No Therapeutic Guarantee*: Inner Sanctum does not guarantee any therapeutic, psychological, emotional, professional or business outcome.

8.6 *Assumption of Risk*: participants acknowledge that personal development, coaching, breathwork and reflective practices may generate emotional or physical responses and accept the inherent risks associated with voluntary participation.

Article 9 — Medical and Psychological Responsibility

9.1 The participant declares that they are physically and mentally capable of participating.

9.2 The participant remains responsible at all times for their own medical, psychological, and emotional decisions.

9.3 Inner Sanctum does not provide medical treatment or therapy unless explicitly agreed upon in writing.

9.4 The Retreat does not constitute psychotherapy, psychiatric treatment, medical treatment or healthcare services.

9.5 *Emergency Contact*: participants shall provide an emergency contact before the Retreat commences.

9.6 *Emergency Assistance*: in the event of an emergency, Inner Sanctum may seek appropriate medical assistance for the participant where reasonably necessary.

Article 10 — Force Majeure

10.1 Force majeure includes, among other things: pandemics; travel restrictions; natural disasters; strikes; illness; supplier failures; government measures.

10.2 In the event of force majeure, obligations may be suspended or modified without liability for damages.

Article 11 — Intellectual Property

11.1 All programs, methodologies, materials, content, and intellectual property rights remain the property of Inner Sanctum.

11.2 It is prohibited to copy, distribute, or use materials commercially without written permission.

11.3 Materials may not be used for AI training purposes without the prior written consent of Inner Sanctum.



Article 12 — Privacy and Confidentiality

12.1 Inner Sanctum processes personal data in accordance with applicable privacy laws.

12.2 The parties undertake to maintain the confidentiality of confidential information.

12.3 Images and recordings shall only be used in accordance with a separate Photography and Media Release Consent executed by the participant.

12.4 *Participant Confidentiality*: participants acknowledge that, during the Retreat, other participants may share personal, professional, emotional or business-related information in a confidential setting. Participants undertake to respect the privacy and confidentiality of such information and shall not disclose, reproduce, publish or otherwise share information concerning another participant without that person's prior consent. This obligation does not apply to information that is already publicly available or that must be disclosed pursuant to a legal obligation. Inner Sanctum shall not be responsible for disclosures made by participants in breach of this provision.

12.5 *Recording Restrictions*: participants may not audio-record, video-record, photograph or otherwise capture Retreat sessions, materials or interactions with other participants without the prior consent of Inner Sanctum and of the individuals concerned. Inner Sanctum reserves the right to require the deletion of any unauthorised recordings or images.

Article 13 — Governing Law and Disputes

13.1 Portuguese law shall govern this Agreement.

13.2 Disputes shall be submitted exclusively to the competent court in Braga, Portugal.

13.3 *Complaints*: any complaint relating to the Retreat shall be submitted in writing within 30 days following the end of the Retreat. Inner Sanctum shall review the complaint in good faith and respond within a reasonable period.

Article 14 — Entire Agreement

These Terms constitute the entire agreement between the Parties concerning the services provided by Inner Sanctum and supersede any prior representations or understandings.

Article 15 — Severability

If any provision is held invalid or unenforceable, the remaining provisions shall remain in full force and effect.

Article 16 — Electronic Signatures

Electronic acceptance, electronic signatures and online confirmations shall have the same legal effect as handwritten signatures.

Article 17 — Language

These Terms may be translated into other languages. In the event of discrepancy, the English version shall prevail.



Inner Sanctum Lda. · General Terms and Conditions · Addenda: 1 Privacy Policy · 2 Participant Informed Consent and Assumption of Risk · 3 Photography, Video and Media Release Consent





Inner Sanctum

Nurture Yourself