

TERMS & CONDITIONS

Making Sense of Your Transitions

Zest Circle Retreat

Effective Date: | Last Updated:

These Terms & Conditions ("Terms") apply specifically to your registration and participation in Making Sense of Your Transitions, a 2-day immersive residential retreat organised by Zuva Life, a brand of iZuv Solutions Private Limited ("Zuva Life", "we", "us" or "our").

By registering for the retreat, making a payment, or participating in the retreat, you confirm that you have read, understood and agreed to these Terms.

These Retreat Terms should be read together with Zuva Life's general Terms & Conditions and Privacy Policy. Where these Retreat Terms specifically address the retreat, they will apply to your participation in this retreat.

1. About the Retreat

Making Sense of Your Transitions is a guided reflective retreat designed for people navigating shifts in work, identity, relationships or life direction.

The experience includes guided reflection, journaling, structured conversations and practical frameworks in a small-group setting. The retreat journey is designed around five stages:

Pause - stepping away from everyday pressures

Notice - recognising recurring patterns and questions

Understand - making sense of what is changing

Reflect - exploring what feels important or unresolved

Integrate - carrying practices and insights forward after the retreat

The retreat is a reflective and educational experience. It is not intended to provide medical, psychological, legal, financial or other professional advice.

2. Retreat Details

The current retreat details are:

Dates: 31 October – 1 November 2026

Format: 2-day immersive residential retreat

Location: Soul Nest at Pyramid Valley International, Kebbedoddi Village, Harohalli Hobli, Kanakapura Taluk, Ramanagara District, Bengaluru, Karnataka – 562112

Group Size: Limited to 15 participants

Price: ₹32,000 per participant, inclusive of GST, for the early-bird period stated on the website. The regular listed price is ₹36,000.

The retreat fee includes:

- Residential accommodation at the retreat venue
- Vegetarian meals as specified by the retreat programme
- Retreat toolkit
- Guided sessions and reflective frameworks
- Post-retreat journaling series

Any item not expressly mentioned as included above is excluded from the retreat fee.

3. Registration & Confirmation

Submitting a registration form or expressing interest does not automatically guarantee a place.

- You have completed the required registration process.
- The applicable payment has been successfully received by Zuva Life.
- You have received confirmation from Zuva Life.

The retreat has limited capacity. Registrations will therefore be accepted subject to availability.

Each registration is personal and may not be resold or transferred without prior written approval from Zuva Life.

4. Payment

All applicable fees and taxes will be communicated before payment.

Payments may be processed through the payment gateway or other payment method specified by Zuva Life.

You are responsible for ensuring that the information provided during registration and payment is accurate.

Once payment has been successfully made and your participation confirmed, the applicable cancellation and transfer terms below will apply.

5. Cancellation, Transfer & Refunds

Because this is a small-group residential retreat involving advance commitments to accommodation, meals, facilitators and venue arrangements, cancellations may result in costs being incurred by Zuva Life and its partners.

Cancellation by the participant

Cancellation requests must be made in writing to Zuva Life at info@zuva.life.

Cancellation requests will be considered on a case-by-case basis and may be subject to costs already committed towards the retreat.

Where a cancellation is approved, Zuva Life may, at its discretion and subject to availability:

- provide a one-time transfer of the participant's registration to another eligible person;
- offer a full or partial credit towards another Zuva Life experience within a specified period; or
- provide another reasonable accommodation depending on the circumstances.

Any approved refund, credit or transfer may take into account payment gateway charges and non-recoverable costs already incurred by Zuva Life.

Transfer of registration

A participant may request to transfer their place to another eligible participant. Any such transfer requires prior written approval from Zuva Life.

The replacement participant must provide all required registration information and agree to these Terms.

Non-attendance

Non-attendance, late arrival, early departure or inability to participate in all or part of the retreat will ordinarily not qualify for a refund, transfer or credit.

Nothing in these Terms limits any rights available to you under applicable law.

6. Changes or Cancellation by Zuva Life

Zuva Life reserves the right to make reasonable changes to the retreat where necessary due to venue or facilitator availability, participant requirements, safety considerations, operational circumstances, or circumstances beyond our reasonable control.

Such changes may include changes to the programme sequence, facilitator, venue arrangements or timings.

We will make reasonable efforts to preserve the overall nature and value of the retreat and communicate material changes to participants.

If Zuva Life cancels the retreat and does not offer a suitable alternative or rescheduled date, participants may choose between a refund or credit for the amount paid to Zuva Life for the cancelled retreat, subject to applicable law.

Unless otherwise agreed, Zuva Life will not be responsible for personal travel arrangements, leave, incidental expenses or other costs incurred by a participant in connection with attending the retreat.

7. Travel & Accommodation

The retreat fee includes accommodation at the specified retreat venue.

Unless specifically communicated as part of the retreat package, travel to and from the retreat venue is the participant's responsibility.

Participants are responsible for arranging their travel to and from the venue, personal belongings and valuables, personal medicines and medical requirements, personal insurance where applicable, and personal expenses not included in the retreat fee.

Accommodation, check-in, check-out, room allocation and venue-specific rules will be communicated to participants before the retreat.

Participants are expected to respect the property, staff and rules of the retreat venue.

Any damage caused to the venue or its property due to a participant's wilful or negligent conduct may be charged to the participant.

8. Food, Dietary & Accessibility Requirements

The retreat includes vegetarian meals.

Participants should inform Zuva Life of relevant dietary restrictions, allergies, accessibility requirements or other participation-related needs at the time of registration or within the timeline communicated by the team.

We will make reasonable efforts to accommodate such requirements. However, we cannot guarantee that every dietary, accessibility or accommodation request can be fulfilled by the venue or service providers.

9. Health & Wellbeing

The retreat involves reflection, group conversation, journaling and other activities that may involve emotional or physical participation.

Participants are responsible for determining whether they are able to participate safely.

Zuva Life's facilitators and team do not provide medical diagnosis, treatment or emergency healthcare as part of this retreat.

If you have a medical, physical or other condition that may affect your participation, you should seek appropriate professional advice before attending.

In the event of an emergency, you authorise Zuva Life or its representatives to contact your emergency contact and seek reasonable medical assistance.

Any medical or related costs incurred by a participant remain the participant's responsibility, except where applicable law provides otherwise.

10. Creating a Respectful & Safe Group

This retreat involves personal reflection and conversations around life transitions. We want the retreat to be a space where participants can participate openly while respecting one another's boundaries.

Participants agree to:

- treat other participants, facilitators, venue staff and the Zuva Life team with respect;

listen without judgement and allow others space to participate;
respect another person's choice not to share;
avoid pressuring anyone to disclose personal information;
follow reasonable safety and facilitation instructions;
refrain from harassment, discrimination, intimidation, abuse or threatening behaviour; and
respect the physical and emotional boundaries of other participants.

Zuva Life may restrict or terminate a participant's participation if their conduct creates a serious safety concern, materially disrupts the retreat or breaches these Terms.

In such circumstances, the participant may not be entitled to a refund.

11. Confidentiality & Privacy Within the Group

Participants may share personal experiences, reflections and stories during the retreat.

We ask all participants to respect the confidentiality of the group.

You agree not to:

- identify another participant outside the retreat;
- share another participant's personal story or information;
- record or photograph another participant without their permission; or
- publish or distribute another participant's contribution outside the retreat.

You are free to talk about your own experience and learning, provided that doing so does not disclose another participant's identity or confidential information.

Zuva Life will establish and reinforce group confidentiality norms. However, because this is a group experience, we cannot guarantee that every participant will comply. Please therefore exercise your own judgement about what you choose to share.

12. Photography, Video & Recording

Photography or video may take place during parts of the retreat for documentation or communication purposes.

Zuva Life will communicate where photography or recording is taking place and will provide a reasonable way for participants to indicate if they do not wish to be identifiable in marketing material.

Your participation in the retreat will not, by itself, be treated as consent to use a close-up photograph, personal story, testimonial or attributed quotation for marketing where separate consent is required.

If you voluntarily provide a testimonial, photograph, written reflection or other content specifically for publication, you consent to its use for the stated purpose, subject to any separate agreement or consent provided by you.

13. Retreat Materials & Intellectual Property

All retreat materials, including worksheets, frameworks, presentations, written content, exercises, designs, tools and other resources provided by Zuva Life or its facilitators, remain the intellectual property of Zuva Life or their respective creators.

Participants receive a limited, personal and non-transferable right to use these materials for their own learning and personal development.

Participants may not reproduce, sell, commercially distribute, publish, upload, teach from or create a competing programme based substantially on these materials without prior written permission.

Participants retain ownership of their own personal reflections, notes, journals and experiences.

14. No Guaranteed Outcome

The retreat is designed to create space for reflection, perspective and exploration.

Zuva Life does not guarantee any particular personal, professional, emotional, financial, career or life outcome from participating in the retreat.

What each participant takes from the experience will depend on their individual circumstances, participation and what they choose to explore during and after the retreat.

15. Third-Party Services

The retreat may involve independent facilitators, venue partners, accommodation providers, food service providers or other third-party service providers.

While Zuva Life makes reasonable efforts to work with appropriate partners, services provided directly by third parties may also be subject to their own terms and conditions.

Participants are expected to follow reasonable rules and instructions issued by the retreat venue and other service providers.

16. Force Majeure

Zuva Life will not be responsible for delay, cancellation or changes resulting from circumstances reasonably beyond our control, including severe weather, natural disasters, public health emergencies, government restrictions, civil disturbances, transport disruptions, venue closure, widespread technology or infrastructure failure, or illness or unavailability of an essential facilitator.

Where reasonably possible, Zuva Life will take steps to mitigate the impact and may reschedule the retreat, change its format, provide credit or offer a refund of recoverable amounts, taking into account applicable third-party costs and the circumstances.

17. Personal Belongings

Participants are responsible for their personal belongings and valuables during the retreat. Zuva Life will not be responsible for loss, theft or damage to personal belongings except where liability cannot legally be excluded.

18. Privacy

Personal information collected during registration and participation will be handled in accordance with Zuva Life's Privacy Policy.

Participants are responsible for ensuring that any information provided to Zuva Life, including emergency contact information, is accurate.

19. Limitation of Liability

To the fullest extent permitted by applicable law, Zuva Life will not be liable for indirect, incidental, special or consequential loss arising from participation in the retreat.

Nothing in these Terms excludes or limits liability that cannot legally be excluded or limited under applicable law.

20. Governing Law

These Terms are governed by the laws of India.

Any dispute will first be addressed through good-faith discussion between the participant and Zuva Life.

Subject to any mandatory rights available under applicable law, courts in Bengaluru, Karnataka will have jurisdiction over disputes arising from these Terms or the retreat.

21. Contact Us

For questions, cancellation requests, accessibility requirements or other concerns relating to the retreat, please contact:

Zuva Life
A brand of iZuv Solutions Private Limited
Email: info@zuva.life
Phone: +91 99454 10037
Website: www.zuva.life

Correspondence Address:
Golden Square, #102, Eden Park,
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