



Terms & Conditions

Co-Living Space

Booking and Reservations:

Reservation Process:

To secure your spot in our co-living space, we kindly ask that you first schedule an introductory call with us. This call serves as an opportunity for us to understand your expectations, discuss how well you may fit into our community, and assess availability for your desired dates.

Following the introductory call, and if both parties feel it's a good fit, we will share the terms and conditions along with a payment link to facilitate the booking of your stay.

Fees:

A reservation fee of 30% is required to secure your booking. The remaining amount is due 7 days before arrival. If you'd like to add on any dates after arriving to our space, we will share an invoice and payment link with the new dates that must be paid 7 days before the start of the extension.

Cancellation Policies:

Cancellations made 14 days prior to the check-in date will receive a full refund.
Cancellations made within 14 days of the check-in date will receive 75% of their payment.
Cancellations made within 7 days of the check-in date will not be subject to a refund.

Check-In and Check-Out Procedures:

Our check in & out times are completely flexible and we are happy to accommodate early or late arrivals. Upon arrival, you will be required to provide a valid ID/Passport, sign a waiver form and a community membership form.

Before departure, kindly ensure all personal belongings are gathered, and the space is left in the condition it was upon arrival.

Admission to our space is at the sole discretion of Backyard Ventures Ltd. We reserve the right to refuse admission for any reason, and in such cases, all payments made will be refunded. Once admitted, in the event that removal becomes necessary, refunds may not be provided. We appreciate your understanding of these terms.

Community Conduct:

At ByV, fostering a positive and inclusive environment is paramount. We believe that respectful behavior and consideration for others contribute to the well-being of the entire community. Please review the following guidelines:

Open Communication:

- Encourage open and honest communication with fellow community members.
- Foster an atmosphere where everyone feels heard and valued.

Cultural Sensitivity:

- Embrace diversity and cultural differences within the community.
- Be mindful of language and actions that may be offensive to others.

Conflict Resolution:

- In the event of conflicts, seek resolution through constructive dialogue.
- Avoid aggressive or confrontational behavior; instead, approach conflicts with a positive mindset.

Community Involvement:

- Contribute positively to the community's atmosphere and collective well-being.
- Participate in communal activities and events to strengthen bonds.

Respect for Personal Boundaries:

- Honor the personal space and boundaries of fellow roommates.
- Avoid intrusive behaviors and always seek consent before entering private spaces.

Quiet Hours:

- Be mindful of designated quiet hours to ensure a peaceful living environment.
- Respect the need for a tranquil atmosphere during these specified times.

Guest Policies:

- If hosting guests, ensure they adhere to the community guidelines.
- Any overnight guests will be required to contribute to shared living expenses.
- Communicate with roommates or neighbors about planned gatherings to maintain harmony.
- Be considerate of shared spaces and introduce visitors to the community members.

Community Resources:

- Treat shared spaces, amenities, and resources with care.
- Report any damages promptly and participate in maintaining a clean and orderly environment.

Payment Terms:

Accepted Payment Methods:

Debit or Credit Card

PayPal

Zelle

Mobile Money (M-pesa, Tigo)

Bank Transfers to US or Tanzanian Bank

Reservation Fee:

- A reservation fee is required to secure your booking.
- Details about the reservation fee can be found in the 'Bookings & Reservations' section.

Security Deposit:

- For certain stays exceeding one month, a security deposit may be required.
- The amount and terms of the security deposit will be outlined in the email provided after our introductory call.

The security deposit, if applicable, will be returned within 7 days after your check-out, provided no damages or violations of the terms and conditions are identified.

Accommodation Rules:

Guidelines for the Use of Common Spaces:

- Treat common areas with respect and consideration for others.
- Keep noise levels at a reasonable level to maintain a harmonious living environment.
- Cleanliness and Order:
 - Clean up after yourself in shared spaces, especially in the kitchen area as regular uncleanliness will bring pests into the home.
 - Report any spills, damages, or maintenance issues promptly.
 - Ensure shared appliances and facilities are used responsibly.
 - Abide by any guidelines posted for the use of communal equipment.
- Designated Quiet Hours:
 - Be mindful of designated quiet hours to ensure a peaceful living environment.
 - Refrain from loud activities during these specified times.

While we appreciate the communal spirit, we do not encourage non-paying overnight guests. Our space is intimate, and many shared areas are reserved for those who have subscribed to our co-living experience.

Health and Safety:

Personal Health Responsibility:

- Take responsibility for your personal health and well-being.
- If feeling unwell, communicate with community members and seek medical attention if necessary.

Illness Reporting:

- If you are diagnosed with a contagious illness, please inform community management.
- Follow any recommended quarantine or isolation measures.

Community Wellness:

- Encourage a culture of wellness within the community.
- Participate in communal efforts to maintain a clean and hygienic living environment.

Emergency Contacts:

- Provide updated emergency contact information to community management.
- In case of a medical emergency, community management can swiftly communicate with your designated contacts.

Termination of Stay:

Circumstances under which a stay may be terminated.

Violation of Community Guidelines:

- Failure to comply with community guidelines may result in termination of stay.
- Repeated violations after warnings may lead to immediate termination.

Non-Payment:

- Persistent failure to meet payment obligations may result in termination of stay.
- Residents will be notified in advance and provided an opportunity to rectify outstanding payments.

Disturbance of Peace:

- Disruptive behavior that significantly disturbs the peace of the community may lead to termination.
- Efforts will be made to address the concerns through communication before considering termination.

Failure to Adhere to Health and Safety Protocols:

- Repeated failure to follow health and safety guidelines, especially during emergencies, may lead to termination.
- Residents are expected to prioritize the safety and well-being of themselves and others.

Retreats

Booking and Refunds:

Reservation Process:

To reserve your spot for our upcoming retreat, please complete the registration form provided on our retreat page. You will see multiple ticketing options, please select the one that suits you and make a deposit to confirm your booking.

Fees:

The retreat fees, cancellation policies, check in & check out times are contingent on the type of retreat, location, and partnerships. We are committed to offering flexible options and payment plans to accommodate a diverse range of participants. The specific fee details for each retreat will be outlined in the registration form. Please read the terms carefully before booking.

Admission is at the sole discretion of Backyard Ventures Ltd and we reserve the right to refuse admission on any grounds, in which case all monies paid, will be refunded.

Changes to Retreat Details:

Unforeseen Circumstances:

In the event of unforeseen circumstances such as extreme weather conditions, natural disasters, or unexpected closures of venues or facilities, retreat details may need to be adjusted for the safety and well-being of participants.

Logistical Considerations:

Changes in logistical arrangements, transportation schedules, or accommodation availability may necessitate modifications to retreat details.

Program Enhancement:

Occasionally, retreat organizers may make changes to the program itinerary or activities to enhance the overall experience or address participant feedback.

Communication:

Participants will be notified of any changes to retreat details directly via email, phone, or other preferred communication channels provided during registration.

Termination of Participation:

Repeated Violation of Retreat Guidelines:

If a participant repeatedly fails to adhere to the retreat guidelines despite warnings or reminders, they may be asked to leave the retreat.

This includes behaviors such as disruptive conduct, harassment, or any action that compromises the safety or well-being of other participants.

Non-Payment of Fees:

Failure to fulfill payment obligations or non-compliance with the retreat's payment terms may result in a participant being asked to leave the retreat.

Endangerment of Others:

Any behavior that poses a risk to the safety or security of other participants, staff members, or the retreat venue may warrant immediate removal from the retreat.

Violation of Local Laws or Regulations:

Participants who engage in illegal activities or violate local laws or regulations during the retreat may be asked to leave, in accordance with the law.

No Refunds:

Participants who are asked to leave the retreat due to non-compliance with guidelines are not entitled to refunds for any portion of their registration fees or expenses.

Events and Experiences

Booking and Refunds:

Reservation Confirmation:

- To secure your spot for our upcoming event or experience, please visit our events page and follow the online registration process.
- All event fees are payable upon registration. Payment details will be provided during the registration process.
- To confirm a reservation for an event, a payment must be made to the provided payment details.
- We do not hold spaces for unpaid reservations, and bookings are only confirmed upon receipt of payment.

Refund Policy:

- Refunds are offered for event cancellations made up to 48 hours before the scheduled event date.
- Cancellations made within 48 hours of the event date are not eligible for refunds.

Credit Transfer:

- Participants may transfer their booking credit towards a future event if they contact us between 48 hours and the event day.
- Credit transfers are subject to availability and valid for a year from the date of event.

No-Show Policy:

- Participants who fail to attend an event without prior notice are considered no-shows and are not eligible for refunds or credit transfers.

Changes to Event Details:

Unforeseen Circumstances:

In the event of unforeseen circumstances such as extreme weather conditions, natural disasters, venue unavailability, or other emergencies, event details may need to be modified to ensure the safety and well-being of participants.

Logistical Considerations:

Changes in logistical arrangements, scheduling conflicts, or unexpected issues with vendors or partners may necessitate adjustments to event details.

Program Enhancement:

Occasionally, event organizers may make changes to the program itinerary, or activities to enhance the overall experience or address unforeseen circumstances.

Participant Feedback:

Feedback from participants or unforeseen changes in participant demographics may prompt organizers to make adjustments to event details to better meet the needs and preferences of attendees.

Common Considerations

Terms Updates:

We reserve the right to update the terms and conditions for each product as needed.

Please find the date of the last update below:

Co-living Space: March 2024

Retreats: March 2024

Events and Experiences: March 2024

Contact Information:

For inquiries or concerns related to the terms and conditions for each product, please contact us using the following details:

Phone: +255 762 800 193

Email: connect@backyardventures.co

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