

Roaming Studios

Terms & Conditions

When you book a Roaming Studios session, you agree to the following terms.

We want your time with us to be creative, relaxed and memorable. Travel, creating things and going on adventures, can be unpredictable. Make sure you have comprehensive travel insurance that is suited to your needs.

We require you to provide your comprehensive travel insurance to us 60 days prior to arrival. It's your trip. Make sure you're covered.

1. Booking

The Roaming Studios session is a whole 5 days. Monday to Friday.

Boutique Stay is an accommodation add-on, for 6 nights.

Luxury Stay is an accommodation add-on, for 6 nights.

Your place is confirmed when we have received:

- your completed online booking form
- your **\$300 AUD non-refundable deposit**
- our confirmation email

Bookings are accepted on a first-come, first-served basis and are subject to availability.

Comprehensive travel insurance is mandatory. Proof of insurance must be provided at least **60 days before your session.**

2. Deposit & Payment

- A **\$300 AUD deposit** secures your place.
- The deposit is **non-refundable and non-transferable.**
- Your remaining balance is due **75 days before your session.**
- If you book with us under **75 days, we will email you your terms.**
- If payment is not received by the due date, we may cancel your booking and offer the place to someone else. Your deposit will not be refunded.

Deposit is made through our website, or to our Wise business account for bank transfers @roamingstudios and further payments are made to our Wise Business account unless otherwise advised.

3. If You Cancel

Your **\$300 deposit is non-refundable.**

For the remaining amount paid:

- **75+ days before:** 100% refund
- **74–60 days before:** 60% refund
- **59–30 days before:** 30% refund
- **29–1 days before:** no refund

We strongly recommend travel insurance that includes cancellation cover.

4. If We Cancel

If Roaming Studios cancels a session you can choose to:

- transfer your booking to another Roaming Studios session; or
- receive a **full refund of all payments made directly to Roaming Studios.**

We do not cover flights, visas, travel insurance, accommodation or other third-party costs.

If minimum numbers are not reached, we may cancel or reschedule a session. We will offer the same options above.

If you have booked our **Boutique or Luxury accommodation**, you may choose to keep your hotel booking and receive a refund of the **\$1,200 AUD Roaming Studios session fee.**

5. Changing Your Booking

Want to change your booking to someone else or transfer to another session?

Let us know and we'll do our best to help. Changes are subject to availability and may involve additional costs.

6. Accommodation

Our **Boutique and Luxury accommodation options are booked for one person.**

You can request to:

- add a second person
- change to twin beds
- add a child

These changes are subject to hotel approval and may involve additional charges, such as; breakfast.

If this second person would also like to join the Roaming Studios session, the additional person cost is **\$1,020 AUD.**

7. Your Travel

You are responsible for arranging your own:

- flights and transport to Hoi An - hotels can arrange airport transfer from Da Nang, usually \$25-\$40 USD
- passport with 6 months validity
- visa (from \$25 USD) <https://evisa.gov.vn/>
- any required health or entry documents, as required by the Vietnamese Government.
- comprehensive travel insurance
- accommodation if you choose Art Retreat session only.

We are not responsible for delays, missed connections or changes to airlines, public transport or your personal travel arrangements.

There are **no refunds for missed days or late arrival.**

8. The Schedule

We carefully curate every Roaming Studios session, but things can change.

Weather, local conditions, safety, availability and other circumstances may mean we need to change a venue, workshop, artist, host, guide or activity.

Where possible, we'll provide an alternative of **comparable quality and value.**

We work with a community of artists, creatives, hosts and local guides. If someone becomes unavailable, we may appoint a suitable replacement.

Changes to the program or creative team are not grounds for cancellation or refund.

9. Force Majeure

Sometimes events happen that are outside anyone's control.

This may include natural disasters, severe weather, pandemics, government restrictions, political unrest, strikes, transport disruptions or other unforeseen events.

Where possible, we will offer an alternative schedule, reschedule the session or provide a credit or refund where appropriate.

We are not responsible for third-party costs resulting from these events.
Check your government's travel advice before travelling.

10. Health & Participation

Our sessions may include walking, stairs, uneven surfaces, cobbled streets, cycling and local transport.

Please make sure you are able to safely participate in the activities you choose.

When booking, tell us about any **dietary requirements, allergies, accessibility needs or other information that may affect your participation.**

Inform us of relevant medical or mental health issues so we can support you.

You will need to provide an emergency contact.

11. Travel Insurance

Comprehensive travel insurance is mandatory.

Your policy should cover, where relevant:

- overseas medical expenses
- cancellations

- travel delays
- personal belongings and luggage
- activities undertaken during your trip

Proof of insurance must be provided at least **60 days before your session**.

12. Photography & Video

We may take photographs and video during Roaming Studios sessions for our website, social media and marketing.

If you do not wish to be included, just let us know before your session starts. We'll respect your wishes.

13. Respect & Responsibility

You are to treat our hosts, creative team, fellow participants, venues and the local community with respect.

Abusive, dangerous, disruptive or discriminatory behaviour will be cause for removal without refund. Everyone's safety is paramount and the local authorities may be informed.

You are liable for any damage or extra cleaning as required.

14. Agreement

By paying your deposit and confirming your booking, you acknowledge that you have read and agreed to these Terms & Conditions.

Questions?

If anything is unclear, let us know, we're happy to help.

We can't wait to have you Roaming with us.

Roaming Studios

ABN: 34763218098

+61 412 537 884

admin@roamingstudios.art

© Roaming Studios 2026