

# Payment Terms & Cancellations

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## TERMS OF SERVICE

It is your responsibility to fully understand the terms and conditions for the retreat. Please read carefully what is and is not included in your retreat package and view all encompassing on the website. Should you have questions regarding the terms and conditions, we are available for consultation and would be happy to clarify any areas in advance of signing a contract with us.

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1. **Retreat Pricing.** All prices are per person unless mentioned otherwise. Prices include retreat costs only; they do not include travel costs to and from the retreat other than mentioned under point 3.

2. **Retreat Payment Plans & Deposit.** Payment can be made by credit card, international transfer or PayPal.  
If a non-refundable deposit is made, the following payment plan must be followed and payment deadlines respected:

**\*\*Deposit (Non-refundable) :\*\*** 500 EUR per person. Due upon registration.

**\*\*First Installment\*\*:**

**\*\*Amount:\*\*** 500 EUR per person.

**\*\*Due Date:\*\*** October 1, 2024 (6 months before the start of the retreat).

**\*\*Second Installment\*\*:**

**\*\*Amount:\*\*** 500 EUR per person.

**\*\*Due Date:\*\*** December 1, 2024 (4 months before the start of the retreat).

**\*\*Final Installment\*\*:**

**\*\*Amount:\*\*** Remaining balance

**\*\*Due Date:\*\*** February 1, 2025 before the start of the retreat).

The remaining balance will be due no later than February 1.

Participants will receive a reminder email + invoice one week prior to every due date. If the installment payment is not received by this deadline, we reserve the right to cancel your reservation and fill your spot. We will make every effort to avoid this situation by contacting you prior to and on the day of the balance due date. When 2 weeks have passed after missing the payment deadline and no arrangement was made, you will automatically forfeit your spot in the retreat and any paid deposits and installments listed under point 4.

3. **Transfers & Transportation.** We can help arrange a shuttle/driver pick-up from either Liberia (LIR) Costa Rica or Managua (MGA) Nicaragua. Verdad is about a 2.5 hour drive from both airports. We will set up a Whatsapp group near the time of the retreat for those wanting to share transfers. Note that the cost of airport transfer to and from the resort is carried by the guest.

#### 4. Cancellation Policy

##### By Participant:

1. **Cancellation More Than 90 Days Before Retreat Start Date (Before January 1, 2025):**
  - **Refund:** Full refund of all payments made, minus the non-refundable deposit of 500 EUR.
  - **Transfer Option:** The deposit can be transferred to a future retreat within 12 months.
2. **Cancellation Between 60-90 Days Before Retreat Start Date (Between January 1 and February 4, 2025):**
  - **Refund:** 50% of payments made, minus the non-refundable deposit of 500 EUR.
  - **Transfer Option:** The deposit can be transferred to a future retreat within 12 months.
3. **Cancellation Less Than 60 Days Before Retreat Start Date (After February 4, 2025):**
  - **Refund:** No refund available.
  - **Transfer Option:** No transfer option available.

##### Cancellation by Organizer:

In the unlikely event that we need to cancel the retreat due to unforeseen circumstances (such as natural disasters, insufficient enrollment, or other significant issues), participants will be notified as soon as possible. Participants will have the following options:

1. **Full Refund:**
  - Full refund of all payments made, including the deposit.
2. **Transfer Option:**
  - Transfer all payments, including the deposit, to a future retreat within 12 months.

The Host is not responsible for any expenses or damages incurred as a result of retreat cancellation including preparation costs, airline tickets, travel documents or other expenses.

##### Important Notes:

- **Travel Insurance:** We highly recommend purchasing travel insurance to cover potential losses due to unexpected cancellations.
  - **Notification:** All cancellation requests must be submitted in writing via email to [contact@yogawithissy.com](mailto:contact@yogawithissy.com)
  - **Processing Time:** Refunds will be processed within 30 days of receipt of the written cancellation request.
  - Exceptions to our cancellation policy cannot be made for ANY reason, including weather, terrorism, civil unrest, health changes, personal emergencies or otherwise. There is no refund for arriving late or leaving a trip early.
5. **Transfer Policy.** Reservations cannot be transferred into someone else's name unless with permission of the Host.
  6. **Travel Documents.** Passport holders are required to have at least 6 months validity on their passport at time of travel. Information regarding necessary documentation is provided as necessary on our website or you can contact us for more detailed information.
  7. **Roommates assignments.** Retreat rates are per person. Shared rooms require shared occupancy for the specified room rate. If you book a shared room without specified roommate(s), we will do our best to match you with another guest of the retreat and according to your wish a roommate of the same sex. In the event we can't find you a roommate for your first pick, we will present you with different rooming options. This means that if there is no roommate, you will have to pay for the full room cost for a single room rate, not shared rate.