



## **CANCELLATION POLICY**

### **TERMS & CONDITIONS**

Welcome! We are honoured that you are joining us. Please take a few minutes and get acquainted with the following information.

#### **INTAKE & REGISTRATION PROCESS:**

As part of our intake process, each guest will be offered the following 2 intake calls.

Registrations are 100% confirmed only after these 2 intake calls take place:

- 1:1 medical screening
- 1:1 mental health screening

These 2 intake calls must take place within 6 months of the reserved retreat dates.

We recommend purchasing your flights AFTER your medical screening is complete and confirmed. Alternately, you can purchase refundable / changeable flights. Soul Reflections disclaims all liability from flights purchased before your registration is confirmed. The required medical tests are requested to be performed within 6 months of the reserved retreat dates and a minimum of 14 days in advance. In case of a shorter notice registration, medical tests must be performed within 5 business days of deposit & results are due within 7 days.

\*Additional details in cancellation policy below.

#### **PAYMENTS:**

To book your retreat reservation, a 50% initial deposit of the total, payable electronically. An email will be sent to you from [info@soulreflections.net](mailto:info@soulreflections.net) offering confirmation of the deposit and balance due for your unique retreat details. The remainder of balance is due in

completion, 10 days prior to retreat start date, payable electronically. Payment details to follow.

#### CANCELLATION POLICY:

If a registered guest must postpone or cancel their retreat reservation, deposits are necessarily non-refundable. \*Official exceptions and credit transfer options are noted below. We appreciate your understanding that retreats generally requires multiple months of advance planning for most guests, and deposits make retreat production possible as well as affirm the commitment to attend.

#### EXCEPTION TO NON-REFUNDABLE DEPOSIT POLICY:

Medical contraindications are identified during the Intake Screening Process, in which case the full deposit will be refunded minus a \$500 Medical/Mental Health screening fee within 10 business days if all required medical test results have been submitted & medical screening has been completed 14 days or more in advance of requested retreat dates. In case of a shorter notice registration, medical tests must be performed within 5 business days of deposit & results are due within 7 days.

#### CREDIT TRANSFER OPTIONS:

In the event of a *documented Medical Emergency* for the guest or member of their immediate family, the deposit can be transferred to a future retreat OR to another guest's deposit. This request must be in writing via the email noted here. If a guest selects to postpone or cancel their retreat reservation, their deposit can be transferred to a future retreat OR to another guest's deposit (the transferred credit recipient must pass Soul Reflections' Medical/Mental Health screening - \$500) in the timelines with the administrative fees noted below:

- 30 days + weeks notice of change (Medical Emergency): 100% of deposit transferable according to guidelines noted above minus \$500 administration transfer fee.

- 14 - 29 days notice of change (Medical Emergency): 50% of deposit transferable according to guidelines noted above minus \$500 administration transfer fee
- 13 - 0 days notice of change: 0% transferable
- In case of a no-show or cancellation within 48 hours of the retreat start date, guest will be charged the full price of the retreat.

*For both of the options noted above: Rescheduled or transferred retreat dates must be rebooked within 4 weeks of the change request and utilized within 1 year.*

*\*\*\*The same deposit credit may not be transferred more than once. All cancellation and transfer requests must be submitted in writing to [info@soulreflections.net](mailto:info@soulreflections.net).*

*PLEASE NOTE:* If a guest has already completed their medical screening and they are requesting to reschedule retreats dates more than 6 months out OR to transfer their deposit to another guest, there is an additional \$500 fee for a new medical screening as the medical screening necessarily expires after 6 months. Deposit credits may not be used to pay off another guest's balance due. In the event that a retreat is cancelled by Soul Reflections due to extenuating circumstances, guest deposits are 100% refundable minus the \$500 fee for medical screening. Soul Reflections accepts no liability for airfare change or cancellation fees in extenuating circumstances or travel disruptions beyond our control and recommends purchasing refundable / changeable flights and/or flight insurance. Lead team members hold the intention of being present at every retreat. If emergency circumstances such as family or medical emergency, travel disruption, or other emergencies cause lead facilitators to not be present at a retreat, Soul Reflections reserves the right to select other facilitators that they deem qualified to support in their place, without refund.

#### **TRAVEL AND HEALTH SAFETY:**

Participant must ensure their due diligence in maintaining healthy travel practices when necessary.

Participant agrees to a medical assessment by the medical staff of Soul Reflections if they are experiencing any of the following symptoms upon arrival at the retreat:

- Fever
- Flu-like symptoms such as muscle aches, chills, or severe fatigue, nausea and vomiting.

If a guest is already onsite at Soul Reflections and tests positive for any of the above mentioned symptoms, they will not be permitted to participate in the ceremonies or group meetings until their symptoms are deemed non-transferable to others. Guest will be required to wear a face mask, where applicable, quarantine in their room, and move to a medical facility or alternative accommodations if so required. Soul Reflections recommends and guest acknowledges that they can select to cover emergency accommodations on their personal travel insurance.

### OTHER AGREEMENTS

If contraindicated substances are consumed prior to the retreat, Soul Reflections Medical Directors must be notified in writing immediately. The credit transfer options noted above will apply along the same timelines.

The medical team reserves the right to require a drug test onsite prior to the retreat at their sole discretion. If contraindicated substances are consumed within 30 days prior to the retreat OR show up on a drug test onsite, this will result in complete forfeiture of the full fee amount for the retreat without transfer credit.

"Contraindicated substance" is defined in our safety waiver and may be personalized by our medical team for each individual to avoid problematic interactions; this could include but is not limited to illicit drugs, prescription or non-prescription medications, herbs, supplements, THC cannabis smoke/ edibles, alcohol, ketamine, or other substances.

We require that all guests review, agree, and sign our Safety Waiver & Release in order to participate in the retreat. We do not share personal or contact information between guests without the explicit permission of the guest.

## FULL & FINAL SETTLEMENT

- ❖ The Participant hereby acknowledges and agrees that the Participant has carefully read this Agreement, that the Participant fully understands the same, and that the Participant is freely and voluntarily executing the same.
- ❖ The Participant understands that by signing this Agreement, the Participant agrees to be forever prevented from suing or otherwise claiming against the Organizer for any property loss or personal injury that the Participant may sustain while participating in or preparing for the above noted activity.
- ❖ The Participant has been given the opportunity and has been encouraged to seek independent legal advice prior to signing this Agreement.
- ❖ This Agreement contains the entire agreement between the parties to this Agreement and the terms of this Agreement are contractual and not a mere recital.

## GOVERNING LAW

This Agreement will be construed in accordance with and governed by the laws of Alberta Canada. Accepting the Terms & Conditions during registration indicates you have read and accept the above.

We look forward to supporting you. For any logistical questions about the TERMS & CONDITIONS, please email [Info@soulreflections.net](mailto:Info@soulreflections.net).

Gratitude & Blessings,

The Soul Reflections Team

IN AGREEMENT the Participant has affixed their signature underhand prior to the start of their participation at Soul Reflections Retreat Center:

\_\_\_\_\_ (Participant printed name)

\_\_\_\_\_ (Date)

\_\_\_\_\_ (Participant signature)