**Guest Cancellations Policy (Cancelations made by the Guest)**

If you need to cancel your retreat with Dr. Celeste Owens Ministries, cancellation fees will apply. All cancellations must be received in writing. Any promotional inclusions (such as products offered) will be deducted from any refund if applicable.

If for whatever reason you need to cancel your retreat place after you have booked with us, the following refund policy will apply:

**If you cancel within 24 hours of booking**

Once you have confirmation of your booking you have a further 24hrs to cancel and obtain a full refund, including deposit. After this period, the following conditions will apply:

**120 days or more**

A full refund minus 5% admin charge will be provided for all cancellations up to 120 days prior to start day of the booked retreat. This excludes your initial deposit of $416 (single room) or $350. (double room) per person booking fee which is non-refundable.

**Between 120 - 90 days**

A 50% refund will be provided on cancellations between 90-119 days prior to the start date of the booked retreat. This excludes your initial deposit of $416 (single room) or $350. (double room) per person booking fee which is non-refundable.

**Between 60 - 90 days**

A 25% refund will be provided on cancellations between 60-89 days prior to the start date of the booked retreat. This excludes your initial deposit of $416 (single room) or $350. (double room) per person booking fee which is non-refundable.

**Less than 60 days**

No refund will be provided on cancellations between 59-0 days prior to the start date of the booked. Cancellations **less than 60 days** before the start date are non-refundable and will result in 100 % loss of revenue.

No refund will be provided for premature leaving of the retreat or failure to arrive at the retreat for any reason.

No refund will be provided for any room downgrades, after the 24hrs from the point of booking has lapsed.

If paying via instalments, the above conditions will apply based on the entire price of your booking and not just on any instalments paid.

All retreat payments are due 45-days prior to the start date of the booked retreat, unless otherwise specified. Clients whose balances are not received by the 45-day deadline, risk forfeiting their retreat booking.