

TERMS AND CONDITIONS

All sales are subject to the terms and conditions outlined in this agreement. This contract is governed by and subject to Oklahoma State law. All transactions—including payments, penalties, or refunds—are processed in U.S. Dollars at the rate current at the time of the transaction. The Retreat is not responsible for and will not adjust for exchange rate differences due to currency fluctuations.

1. BOOKINGS AND PAYMENTS

Impression Productions LLC and The Retreat (referred to as "The Retreat" hereafter) require **payment in full** to reserve your accommodations, along with full payment of any insurance premium (if applicable). Late bookings may incur additional costs for updating and confirming your hotel accommodations.

2. AMENDMENTS AND CANCELLATIONS

If you cancel or change your reservation—including your departure date, duration, name, hotel, or service class—the following charges apply:

Notice Period	Cancellation Fee
40 days or more	5% of Total Price
39 to 20 days	5% of Total Price + 2-night penalty at current rate
19 to 1 day / No-shows	No Refund
Delayed Arrival	Penalty equals nights missed
Name Changes	No penalty
Extended Stay	No penalty; pay current rate
Downgrade or Shortened Stay	Penalty equals nights missed

3. AIR CARRIERS

The Retreat **will not** arrange international air transportation. You are responsible for purchasing your own airfare to Mexico.

Note: All flight times are subject to change. The Retreat is not liable for flight delays, cancellations, or changes.

4. TRAVEL DOCUMENTATION

You are responsible for ensuring proper documentation for travel.

- If you are **denied boarding** due to lack of proper documentation and do not travel as scheduled, **normal cancellation penalties will apply**.
 - **For U.S. and Canadian citizens:** A **valid passport** is **required**. Your passport must have **at least six months of validity** remaining at the time of entry into Mexico.
 - **Citizens of other countries:** Please contact your nearest **Mexican Consulate** for entry requirements.
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5. DISPUTE RESOLUTION

All disputes must be resolved in the **state of Oklahoma**.

WHAT WE OFFER IN RETURN

6. PRICE OFFER

We aim to provide you with the selected products at the price available at the time of booking. If there is a price increase (excluding government taxes or fuel surcharges), we will give you the option to cancel within 7 days without penalty.

The Retreat reserves the right to re-invoice in the event of pricing errors.

All features and prices are subject to change without notice.

7. FLIGHT INFORMATION

Although we do not provide air transportation, we require your **flight information** to arrange hotel welcome services.

8. SERVICE CHANGES & CANCELLATIONS

If a major change to your resort accommodations occurs, we will notify you immediately. If the revised arrangements are unacceptable, you may cancel and receive a full refund, **minus a \$20 booking fee**, issued as a Retreat Certificate valid for one year from your original travel date.

In the event of full cancellation by us, we will provide a full refund in the form of a Retreat Certificate.

The Retreat is not responsible for airline changes, cancellations, additional fees, or non-refundable tickets.

We **highly recommend purchasing travel insurance**.

9. REFUNDS

Refunds will be processed within **30 days** of receiving a written cancellation notice. No refunds will be given for unused services included in your itinerary.

10. OUR RESPONSIBILITY TO YOU

The Retreat acts solely as an intermediary between you and third-party providers (hotels, excursions, etc.). We do not control these independent suppliers and are not liable for their acts or omissions.

We are not responsible for delays, injuries, damages, or losses resulting from:

- Weather, government actions, mechanical issues, personal health conditions
- Travel documentation issues
- Currency conversion
- Flight delays or cancellations
- Any force majeure events (see below)

We remain responsible for any **negligent acts on our part**.

11. HANDICAPPED FACILITIES

Wheelchair-accessible rooms can be requested but are not guaranteed. Accessibility standards may vary by country and property. The Retreat does not guarantee wheelchair availability at any airport.

12. TRAVEL INSURANCE

We **highly recommend** purchasing travel insurance to protect against:

- Trip cancellation or interruption
- Lost or delayed baggage
- Medical emergencies
- Travel assistance

For pricing, contact: lisaz@impressionproductionsllc.com

13. CONTRACTUAL LIMITATIONS

The Retreat does **not own or operate** hotels, transportation providers, airlines, or any other suppliers. We are not liable for:

- Loss, delay, or injury from third-party acts or omissions
- Health or travel risks (physical, mental, or legal) encountered during travel

You acknowledge that you assume all risks and agree to the following **force majeure** disclaimer:

Force Majeure Clause: The Retreat is not liable for any event beyond its control, including but not limited to: acts of God, war, terrorism, strikes, civil unrest, weather disruptions, border closures, mechanical failures, pandemics, or other extraordinary circumstances.

14. TERMS UPDATES & SEVERABILITY

Terms and Conditions may be updated at any time without prior notice. You are responsible for reviewing them prior to each booking.

If any part of this agreement is deemed unlawful or unenforceable, the rest remains valid.