

**MO2VATE RETREAT TERMS AND CONDITIONS**

Effective Date 1st November 2019

**Booking Policy**

1.1 Your booking at MO-2-VATE Retreat is confirmed when a non-refundable deposit of is paid through the website.

1.2 If a booking is made three months in advance of the start date of the retreat the whole amount is required to confirm the place.

1.3 It is advised that guests obtain travel insurance regardless of where the location of the retreat is as the venue is limited in its liability. This could also cover, trip cancellation and force majeure events.

1.4 Every client must provide MO-2-VATE Retreat with a signed copy of the participation and liability waiver form prior to last payment date (31st July 2019). Failure to do so results in a cancellation of the booking and forfeiting any payments. These forms will be sent out in due course after booking.

1.5 Guests must be at least 18 years of age to attend MO-2-VATE Retreat.

1.6 By making payment of a deposit or full payment for any of our retreats, you are accepting the Terms and Conditions for these events.

1. **Payment Policy**

2.1 Payment must be received in full and must be made at least 6 weeks prior to the retreat commencement. Failure to pay within this timeframe results in the deposit being forfeited and the place being resold.

2.2 The early booking discount only applies when booking prior to 31st January 2019 or on any special offers that may take place prior to the retreat start date as will be stated.

2.3 Bank fees incurred by transferring money are the sole responsibility of the guest.

2.4 The guest is responsible to pay for all extra services not included in the selected package in cash, in the local currency (GBP) or where facilities allow, credit card payments can be accepted by the venue.

1. **Cancellation Policy**

**Guest cancellation**

3.1 If a guest cancels the booking, Revival Sanctuary will not issue a cash, cheque or credit card refund for any reason if after the 25th July 2019. If you would like to transfer your booking to another female guest, we would be more than happy to do so. All cancellations and booking transfers must be received in writing via email at least 14 days prior to retreat start date.

**3.2 Cancellation fees –**

Deposit - Non-refundable (without exception)

Prior to 25th March 2019 - Monthly Payments (apart from deposit) are refundable

*(e.g) Monthly payment plan – you pay January and February payment – cancel prior to 25th March, you will have your January and February payment refunded or if you have paid in full, the full amount less the deposit refunded.*

Prior to 25th July 2019 - Monthly Payments (apart from deposit) and up until end of March are non-refundable

*(e.g. Your payments from April are refundable as long as you cancel your place prior to 25th July 2019.*

The above dates are based around the venues cancellation terms and to which Revival Sanctuary will be charged.

3.3 Exceptions to MO-2-VATE Retreat’s guest cancellation policy cannot be made for any reason. We do not offer any credit for arriving late or departing early, missing activities or not utilising any part of the program. You must submit your signed  participation agreement and liability waiver form before your last payment date on 31st July 2019. Guests who fail to do so, may be subject to an automatic cancellation and the above policy will apply.

**3.4 MO-2-VATE Retreat Cancellation policy**

3.5 If MO-2-VATE Retreat cancels or changes a scheduled retreat date for any reason, excluding force majeure (see clause 3.6) you may transfer your full payment to another retreat date within 12 month period, pending availability.  MO-2-VATE Retreat is not responsible for any expenses incurred in preparation of the cancelled retreat, i.e. airplane tickets, illness, loss of work etc.

3.6 MO-2-VATE Retreat will not be liable for cancellation, failure of, or delay in performing its obligations under this agreement due to force majeure events (Earthquake, hurricane, tornado, flooding, volcanic activity or other natural disasters, or in the case of war, action of foreign enemies, terrorist activities, labour dispute or strike, government sanction, blockage, embargo or epidemic) or if certain conditions present unacceptable danger to the participant.

3.7 In the event of a cancellation or refund, MO-2-VATE Retreat will not be responsible for any currency fluctuations and will refund the original amount that was invoiced.

1. **Prices and Services**

4.1 Prices and services are subject to change. The invoiced price includes the services as stated on the invoice and the booking confirmation connected with that invoice. Any additional agreements will be communicated via written form. MO-2-VATE Retreats reserves the right to change its prices without prior notice.

4.2 MO-2-VATE Retreats reserves the right to change its offer or individually agreed services due to extraordinary circumstances s (e.g. external forces, governmental regulations, delays of third parties, weather and oceanic conditions, etc.). If any essential contract paragraph is changed, the customer will be informed as soon as possible. The retreat schedule and inclusions can change at any time without notice. The program listed on the website is always applicable.

4.3 MO2VATE Retreat reserves the right to change its location due to unforeseen issues (e.g. third party delays or problems, construction, etc.)

4.4 MO-2-VATE Retreat reserves the right to change or amend this policy at any time. The current policy is always applicable.

1. **Disclaimer**

**Data Use and Protection**

The customer agrees that he/she may be photographed and/or filmed during his/her stay and/or activities in connection with the company, and also agrees that the company may use such recordings for promotion and/or advertising purposes without any prior consent. The customer agrees that the company for marketing and market research purposes may use his/her personal data. The company assures that all personal data will be treated confidentially and not be transferred to any third party other than necessary to fulfill the booking or deliver the requested service. The customer can terminate this agreement at any time in written form via email. In that case, the personal data and/or footage will not be used for marketing/market research purposes.

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