

# BOOKING TERMS & CONDITIONS

## **Waiver**

Panama is a third world country and does not adhere to the occupational health and safety standards of the West. Swimming pools are not fenced, handrails are not attached to all stairs, footpaths are very uneven, building sites are not adequately fenced off and so on.

While the retreat hosts, organizers and staff will make every endeavor to ensure that you are kept safe, by booking this retreat and accepting the Terms and Conditions, you accept responsibility for your own safety and the safety of your family members. Further, you indemnify the above mentioned from any responsibility for accidents or incidents that may occur while participating on the retreat

## **Booking Policy**

A booking at Spinal Vitality Retreat is confirmed when a non-refundable deposit of USD \$1,000 is paid.

If a booking is made less than 60 days in advance of the start date of the retreat the whole amount is required to confirm the place.

**Guests must obtain full travel insurance for the period of the retreat, covering all flights, overseas medical expenses and a trip cancellation policy in the case that the trip is cancelled by either the individual or Spinal Vitality retreat.**

Every guest must provide Spinal Vitality Retreat with their full travel insurance details no later than 30 days prior to the event. Failure to do so results in a cancelation of the booking and forfeiting the paid deposit.

## **Payment Policy**

Payment must be received in full and must be made at least 60 days prior to the retreat commencement. If the retreat commencement date is less than 60 days, full payment is required to secure the booking. Failure to pay within this timeframe results in the deposit being forfeited and the place being resold.

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

The guest is responsible to pay for all air fares and any extra services not included in the selected package.

## **Early Bird Special**

In order to receive the Early Bird Special of USD750 off the total retreat cost, the booking must be confirmed and the USD 1,000 non-refundable deposit must be paid by the closing date of the Early Bird Special.

The balance of the retreat cost (as per the invoice) must be paid within 60 days of the retreat date commencement, for the USD750 discount to apply.

## **Cancellation Policy**

### **Guest cancellation**

If a guest cancels the booking, Spinal Vitality Retreat will not issue a cash, cheque or credit card refund for any reason. As per cancellation schedule below, a portion of your payment can be used as credit for another retreat to be taken within two years from original booking. If you would like to transfer your booking to another guest, we would be more than happy to do so. All cancellations and booking transfers must be received in writing via email.

### **Guest Cancellation fees**

If a guest cancels 90+ days from the start of the booked retreat date, 100% of the payment can be applied to another retreat to be used within two years from the date of booking.

If you cancel less than 90 days before the start date of your booked retreat, 75% of the booking fee can be applied to another retreat date to be used within two years from the date of booking. With 25% of the overall price being forfeited.

Exceptions to Spinal Vitality Retreat's guest cancellation policy can be made on a case by case basis, at the discretion of management. We do not offer any credit for arriving late or departing early, missing activities or not utilizing any part of the program. You must submit your signed liability waiver form within one week of booking or 90 days prior to retreat start date, whichever comes first. Guests who fail to do so, may be subject to an automatic cancellation and the above policy will apply.

### **Spinal Vitality Retreat Cancellation policy**

If Spinal Vitality Retreat cancels a retreat, all monies for the cost of the retreat will be refunded. Spinal Vitality Retreat will not be responsible for airplane tickets or any additional travel costs or other costs associated with the booked trip.

If Spinal Vitality Retreat cancels or changes a scheduled retreat date for any reason, you may transfer your full payment to another retreat date,

pending availability, or you may request a full refund of your payment. Spinal Vitality Retreat is not responsible for any expenses incurred in preparation of the cancelled retreat, i.e. airplane tickets, illness, loss of work etc.

### **Prices and Services**

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. Spinal Vitality Retreat reserves the right to change its prices without prior notice.

Spinal Vitality Retreat reserves the right to change its offer or individually agreed services due to extraordinary circumstances (e.g. external forces, governmental regulations, delays of third parties, 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.

Spinal Vitality Retreat reserves the right to change its location due to unforeseen issues (e.g. third party delays or problems, construction, etc.) Spinal Vitality Retreat will ensure the standard be kept the same.

Spinal Vitality Retreat reserves the right to change or amend this policy at any time. The current policy is always applicable

### **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 Spinal Vitality Retreat, and also agrees that Spinal Vitality Retreat may use such recordings for promotion and/or advertising purposes without any prior consent. The customer agrees that Spinal Vitality Retreat, for marketing and market research purposes may use his/her personal data. Spinal Vitality Retreat 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. Refer to our Privacy Policy for details. 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.

