

GENERAL CANCELLATIONS & REFUNDS

If you book with us and want to cancel your booking, you will be entitled to the following reimbursements.

- **Greater than 5 months** prior to the retreat:

The deposit will be refunded, minus a 10% administration, transaction, and bank fee.
(To refund a booking involves many people and changes in our bookkeeping, and so on, it's NOT a single click for us)

- **Between 3 and 5 months** prior to the retreat:

The deposit is non-refundable but can be used as a credit towards another retreat. Valid for 12 months from the date of purchase.

- **Less than 3 months** prior to the retreat:

Only the deposit is non-refundable, but with prior approval, it can be transferred to another person to attend the same retreat.

- Refunds will be done only through the Original Mode of Payment and will be processed within 10 to 45 days, depending on the issuing bank of the credit card

This is also valid if there are any natural disasters, if you miss your flight, if you are sick, if the airline cannot provide its service, or for any other reason.

If you want safety for your travel, please sign up for travel insurance yourself. So they will cover your costs.

Please understand that we also have to plan and pay for rent, renovations, marketing costs, shopping (we buy many things months in advance), and employee salaries year-round, even though we can only operate for a few months each year because of the rainy season. When we have to refund a lot of money because of something beyond our control, it can put us in a situation where we may have to close the retreat centre forever. That's why we are now getting stricter with the policies. Since 2017, it has happened a few times where we had to refund money, which put us in very uncomfortable positions, and we worked for no salary for some years.