

RESET RETREAT TERMS & CONDITIONS

Please note that upon making a reservation with Reset Retreat, you are accepting all “Terms and Conditions”.

Deposits & Payments

Deposit and payment terms differ based on your room selection and chosen payment plan.

100% Upfront Payment Terms: To secure your booking, you would pay 100% upfront and receive an additional \$100 discount from your already discounted price.

50% Deposit Terms: To secure your booking, you would pay a 50% deposit now and the balance in 60 days. The balance will be automatically charged to your credit card.

4x Payment Plan: To qualify for our 4 installment payment plan, you agree that upon your first payment, your reservation and payments are non-refundable. Transfer rules and fees as described in the Cancellation Policy below would still apply.

Happiness Fund: To qualify for this payment plan, you agree to pay a 50% deposit now and receive a link to share with friends and family to donate towards your trip. In the event that you do not receive the balance of the trip through the fund from friends and family, you agree to pay the remainder yourself 30 days before the start date of the Retreat. In the event that you receive donations that exceed the balance of your total room package cost, the overage would be refunded back to you. Your Fund would max out at the full discounted price of your chosen room package.

We accept Visa, Mastercard and American Express as payment. If you prefer to pay by check or bank transfer, please send your payment an additional 14 days before the deadline. The payment for any additional items (spa, individual coaching or yoga, off-site adventures, etc) that are purchased during your stay must be finalized by a credit card payment prior to your departure from the Retreat location. Early departures will incur a fee of \$250 for all guests.

Cancellation Policy

Any cancellations due to unforeseen circumstances one month prior to arrival will incur some withholding or extra fees based on your payment plan.

100% Upfront Payment Terms: If your spot cannot be filled prior to the retreat, your payment will not be refunded. If we can fill your spot at the full price before the one month deadline, 75% of your deposit will be refunded. Any cancellations within 30 days of the scheduled Retreat date will be more difficult to fill. If your spot can be filled at full price, we will refund 75% of the total room charge. *Your reservation can be transferred to another person at any time before arrival with a \$200 change fee.*

50% Deposit Terms: If your spot cannot be filled prior to the retreat, your deposit, installments or full payment will not be refunded. If we can fill your spot at the full price before the balance of your payment is due (but prior to 30 days before the Retreat start date), 75% of your deposit will be refunded. Any cancellations within 30 days of the scheduled Retreat date will be more difficult to fill. If your spot can be filled at full price, we will refund 75% of the total room charge.

4x Payment Plan: To qualify for the 4x payment plan, you agree that your reservation and payments are non-refundable. A reservation transfer to another person would still apply if conditions below are met.

Happiness Fund: To qualify for the Happiness Fund, you agree that your reservation, deposit and any payments are non-refundable. A reservation transfer to another person would still apply if conditions below are met.

Any reservation can be transferred to another person at any time before arrival with a \$200 change fee after any balance left owing on your reservation has been paid in full.

Room Configurations

Room configurations depend on the Retreat location and are outlined in your individual reservation forms. Rooms are distributed on a first come-first served basis. Although we endeavor to meet your requests when placing you with a fellow guest, group diversity does not always accommodate for this. Due to limited availability, cabin configurations are set prior to your arrival on a first come, first served basis. In the event that you book with a friend for shared accommodations, you will be guaranteed a room with that person if there is still a room available. If your friend cancels, we will do our best to pair you with a compatible roommate or offer you the choice to upgrade to a single room. In the event that you request shared accommodations with one of our other guests, we will attempt to pair you up with a compatible roommate. Availability depends on Retreat location, time of booking and demand from other interested parties.

Package Inclusions

All package inclusions are unique for each Retreat and are outlined on each Retreat’s Information Page as well as in your reservation form.

Travel Requirements & Conditions

Please ensure that you have all the relevant travel documentation for your Retreat location and that you arrive at the airport on time. Reset Retreat is not responsible if you do not have the required documentation for your flight or for entry into another country (passport, visa, entry fee, etc). However, if you are unsure of your requirements and need help with applying for any necessary visas or other documentation, you are welcome to contact us for assistance. Reset Retreat can accept no responsibility for delay or cancellation of any flights, train, buses or other forms of transport.

Resort Policies

In the event that your Retreat is held at a Resort, all guests are required to follow the Resort Policies. These may include noise restriction, public access, care of property, privacy and consideration of other Resort guests, and more. You will be made aware of these policies prior to or upon your arrival.

Spa, Yoga & Coaching Session Policy & Cancellations

Each Reset Retreat will include group and individual spa, yoga and coaching sessions. All guests are encourage to attend all included sessions, but this is not a requirement. In the event that you book an individual session with one of our Guides but are unable to make that appointment, you will be subject to their individual cancellation policies. This information will be made available to you prior to booking with them.

Responsibility of Valuables

Upon check-in all valuable items may be placed in an envelope; sealed and kept in the Resort safe or in another secure location. Reset Retreat is not liable for any breakage, loss or theft of personal items.

Personal Safety & Insurance

Reset Retreat recommends that you obtain cancellation, travel and medical insurance prior to attending our Retreats. Prior to participating in any activities or using any facilities, please ensure that you are medically and physically fit and able. If you have any injuries or illnesses, please seek doctor's advice prior to attending. Reset Retreat is not liable for any injuries due to use of our facilities or participation in activities or during travel to and from the Retreat.

Copyright

Reset Retreat retains all copyright license rights and sole exclusive ownership of the information, photographs and material displayed on its website and obtained during the Retreats. The material may not be modified, copied or used in any other way without first obtaining written permission from Reset Retreat.

Liability

Reset Retreat shall not be liable for any failures beyond its control. This covers natural disasters, war, 'acts of God', closure of airports, civil strife, accidents or failure to perform by third parties, including suppliers and subcontractors.

Privacy Policy

We respect your privacy, both personal and informational. Reset Retreat will keep all information that we collect from you secure, and will not provide this information to any third party providers without your individual consent. In order to prevent unauthorized access or disclosure of your personal information, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. We are committed to creating special memories for you during our Retreats, and that includes having an on-site photographer and/or videographer to capture any special moments. If you are not comfortable having your picture taken, please let us know in advance. We will request your signed approval in the event that we use any of this material for marketing in your reservation form.

Please feel free to contact your Guest Manager should you have any further questions.

* All policies and terms and conditions may be subject to change without notice.