

## Antigua Retreat – Policies at a Glance

This is a plain-English summary of our cancellation and refund policies. If there is any conflict, the signed Participant Agreement controls.

### Deposit

- **\$1,500 deposit is non-refundable** and holds your spot. Refunds below apply only to amounts paid **beyond** the deposit.

### Refund Schedule (excluding non-refundable deposit)

Refunds apply to amounts paid beyond the non-refundable deposit and are calculated based on the number of days before the **Experience start date (Day 1 / arrival day)**. If your plans change, you may transfer your spot to another guest (with 72+ hours' notice).

- **90+ days before start:** 100% refund of amounts paid beyond deposit
- **60–89 days before start:** 75% refund of amounts paid beyond deposit
- **30–59 days before start:** 50% refund of amounts paid beyond deposit
- **0–29 days before start:** No refund (all payments forfeited)
- **No-show:** If you do not arrive/participate as scheduled, no refund is provided.
- **Refund timing:** If a refund is due, we will process it within **14 business days**, minus any non-refundable payment processing fees charged to Company (if applicable and permitted by law).

### Optional Add-ons

Optional add-ons (such as the Lake Atitlán extension, spa day, volcano hike, etc.) follow the same cancellation and refund schedule unless stated otherwise in writing.

### If We Reschedule

If we reschedule the Experience dates, amounts paid (including the deposit) may be transferred to the rescheduled retreat; if you're unable to attend, options are outlined in the Participant Agreement.

### General Note

- **Travel insurance is strongly recommended**, especially coverage for trip cancellation/interruption, emergency medical expenses, and emergency medical evacuation/repatriation.