



SOULCENTRO

**CANCELLATION POLICY
TERMS & CONDITIONS**

Welcome! We are honored that you are interested in joining us for Bwiti ceremony.

PLEASE NOTE: These policies are **subject to change** at any time for future guests who have not yet completed their deposit and registration.

INTAKE + REGISTRATION PROCESS:

As part of our intake process, each guest will be offered the following **2 intake calls**. Registrations are 100% confirmed only after these 2 intake calls take place:

- **1:1 medical screening**
- **1:1 psycho-spiritual Bwiti counsel session**

These 2 intake calls must take place **within 6 months** of the reserved retreat dates.

We recommend purchasing your flights AFTER your medical screening is complete and confirmed. Alternately, you can purchase refundable / changeable flights. SoulCentro disclaims all liability from flights

purchased before your registration is confirmed.

The required medical tests are requested to be performed **within 6 months** of the reserved retreat dates and **a minimum of 14 days in advance**. In case of a shorter notice registration, **medical tests** must be performed **within 5 business days** of deposit & **results are due within 7 days**. **Additional details in cancellation policy below.*

PAYMENTS:

To book your retreat reservation, a **50% initial deposit of the total**, payable electronically.

An email will be sent to from info@soulcentro.com offering confirmation of the deposit and balance due for your unique retreat details.

CANCELLATION POLICY:

If a registered guest must postpone or cancel their retreat reservation, deposits are necessarily non-refundable. *Official exceptions and credit transfer options are noted below. We appreciate your understanding that retreats generally require multiple weeks or months for advance planning for most guests, and deposits make retreat production possible as well as affirm the commitment to attend.

EXCEPTION TO NON-REFUNDABLE DEPOSIT POLICY:

- **Medical contraindications** are identified during the intake screening process, in which case the **full deposit will be refunded minus a \$100 medical screening fee** within 10 business days **if all required medical test results** have been submitted **& medical screening** has been completed **14 days or more in advance of requested retreat dates**. Complete medical screening and review of medical tests by SoulCentro staff can only be performed after deposit has been submitted. * **In case of a shorter notice registration, medical tests** must be performed **within 5 business days** of deposit & **results are due within 7 days**.

CREDIT TRANSFER OPTIONS:

In the event of a **documented medical emergency** or **case of COVID 19** for the guest or member of their immediate family, the **deposit can be transferred to a future retreat** OR to **another guest's deposit**. This request must be in writing via the email noted here.

If a guest selects to **postpone or cancel** their retreat reservation, their **deposit can be transferred to a future retreat** OR to **another guest's deposit** (they must pass SoulCentro medical screening) in the **timelines with the administrative fees noted below**.

>>> For both of the options noted above: **Rescheduled or transferred retreat dates** must be **rebooked within 4 weeks** of the change request and **utilized within 1 year**.

***The same deposit credit may not be transferred more than once.

All cancellation and transfer requests must be submitted in writing to info@soulcentro.com.

4+ weeks notice of change (for any reason): 100% of deposit transferable according to guidelines noted above minus \$200 administration transfer fee

14 - 29 days notice of change (for any reason): 50% of deposit transferable according to guidelines noted above minus \$200 administration transfer fee

13 - 0 days notice of change: 0% transferable

In case of a no-show or cancellation within 48 hours of the retreat start date, guest will be charged the full price of the retreat.

PLEASE NOTE: **If a guest has already completed their medical screening** and they are requesting to reschedule retreats dates **more than 6 months out** OR to **transfer their deposit to another guest**, there is an **additional \$100 fee** for a **new medical screening** as the medical

screening necessarily expires after 6 months.

Deposit credits may not be used to pay off another guest's balance due.

In the event that a retreat is cancelled by SoulCentro due to extenuating circumstances or staff COVID-19 infection, guest deposits are 100% transferable or 100% refundable. It may be necessary to have a time window up to 6 months to process the refund. SoulCentro accepts no liability for airfare change or cancellation fees in extenuating circumstances or travel disruptions beyond our control and recommends purchasing refundable / changeable flights and/or flight insurance.

Lead team members hold the intention of being present at every retreat. If emergency circumstances such as family or medical emergency, travel disruption, or other emergencies cause lead facilitators to not be present at a retreat, SoulCentro reserves the right to select other facilitators that they deem qualified to support in their place without refund.

COVID SAFETY:

Participant must provide proof of a negative COVID-19 test taken within 36 hours of retreat start. The test must be a viral test, which may be either a home test, lab antigen test, or PCR test.

Participant understands that they will not be permitted to board the SoulCentro shuttle bus without a **confirmation of a negative COVID-19 test taken within 36 hours** prior to the start of their retreat.

Participant assumes all risk of COVID-19 while traveling to Costa Rica.

Participant agrees to receive a temperature check from a touchless thermometer if requested by SoulCentro medical directors.

Participant agrees not to travel if they are experiencing any of the following symptoms prior to their departure, immediately notify SoulCentro staff, and take a second COVID-19 test:

- Fever
- Respiratory symptoms such as sore throat, cough, or shortness of breath
- Flu-like symptoms such as muscle aches, chills, or severe fatigue
- Changes in sense of taste or smell

In the event that a guest tests positive for COVID-19 or is experiencing a fever in excess of 100°F upon arrival in Costa Rica, they will not be permitted to board the SoulCentro shuttle or come to the Center. Their deposit will be fully transferable to a future retreat date minus a \$200 administrative fee.

If a guest is already onsite at SoulCentro and tests positive for COVID-19 or is experiencing a fever in excess of 100°F, they will not be permitted to participate in the ceremonies or group meetings. Guest will be required to wear a face mask, quarantine in their room, and move

to a medical facility or alternative accommodations. SoulCentro recommends and guest acknowledges that they can select to cover emergency accommodations on their **personal travel insurance**.

OTHER AGREEMENTS

If contraindicated substances are consumed prior to the retreat, SoulCentro medical directors must be notified in writing immediately. The credit transfer options noted above will apply along the same timelines.

The medical team reserves the right to require a drug test onsite prior to the retreat at their sole discretion.

If contraindicated substances are consumed within 14 days prior to the retreat OR show up on a drug test onsite, this will result in complete forfeiture of deposit without transfer credit. **"Contraindicated substance" is defined in our safety waiver** and may be personalized by our medical team for each individual to avoid problematic interactions; this could include but is not limited to illicit drugs, prescription or non-prescription medications, herbs, supplements, THC cannabis smoke/edibles, alcohol, or other substances.

SoulCentro requires proof of **travel medical insurance with 50k medical**, air medical transport, and emergency accommodation options is required by SoulCentro.

We require that all guests review, agree, and sign our **Safety Waiver & Release** in order to participate in the retreat.

We do not share personal or contact information between guests without the explicit permission of the guest.

SoulCentro staff reserves the right to decline guest registrations at our discretion.

FULL & FINAL SETTLEMENT

The Participant hereby acknowledges and agrees that the Participant has carefully read this Agreement, that the Participant fully understands the same, and that the Participant is freely and voluntarily executing the same.

2. The Participant understands that by signing this Agreement, the Participant agrees to be forever prevented from suing or otherwise claiming against the Organizer for any property loss or personal injury that the Participant may sustain while participating in or preparing for the above noted activity.

3. The Participant has been given the opportunity and has been encouraged to seek independent legal advice prior to signing this Agreement.

4. This Agreement contains the entire agreement between the parties to this Agreement and the terms of this Agreement are contractual and not a mere recital.

GOVERNING LAW

This Agreement will be construed in accordance with and governed by the laws of Costa Rica.

Accepting the Terms & Conditions during registration indicates you have read and accept the above.

We look forward to supporting you. For any logistical questions about the TERMS & CONDITIONS, please email BwitiTeam@gmail.com

Gratitude & Blessings,
The SoulCentro Team

IN AGREEMENT the Participant has affixed their signature underhand prior to the start of their participation at SoulCentro Retreat Center:

_____ (Participant printed name)

_____ (Date)

(Participant signature)