



## Payment and Cancellation Policy

### Deposit

To reserve your spot at a Rustic Mama Retreats, a deposit is required. This deposit is non-refundable, however should you cancel your reservation 45 days or more before the start of the retreat, you may apply your deposit toward another retreat occurring within 24 months from the date of the initial retreat.

### Full Payment (due 45 days before retreat)

Full payment is due 45 days prior to the start date of the retreat. If you do not pay in full within 45 days of the retreat date, we will add a \$100 late payment fee to your invoice. Returned cheques are subject to a \$45 NSF fee.

### Cancellation Policy

Please note that there will be no refunds or discounts for arriving late, leaving early, travel delays or illness. If you cancel your stay at a Retreat for any reason, the cancellation policy below will apply, with no exceptions. We wish we could compensate people for certain circumstances (injury, family emergency, etc) unfortunately we are unable to do so. We have designed our cancellation policy to be as compassionate as possible in case that your plans change.

#### If you cancel your retreat

45 days or more prior to the start of the retreat, you receive 100% refund on payments made, less your deposit amount. The deposit amount will be credited toward another retreat occurring within 24 months of the original retreat.

0-45 days prior to the start of the retreat, unfortunately no refunds or credits will be given. However, as our retreats are often fully subscribed, if we can give your place to another customer who is on the waiting list, even within the 45 day period, we will give you a full refund minus the deposit amount, which will be credited toward another retreat occurring within 24 months of the original retreat date.

To cancel, you must send an email stating that you wish to cancel to [reservations@rusticmamaretreats.com](mailto:reservations@rusticmamaretreats.com) or Call Jennifer James at 519-658-3940.

#### If we cancel a retreat

We have never had to cancel a retreat, however, if we do cancel a retreat due too few participants, you will be refunded 100% of all the deposits and payments you paid. We cannot however compensate you for any airfare or travel costs incurred.

If a performer, facilitator or celebrity cancels their appearance at a Retreat, we will make every reasonable effort in finding a comparable replacement, however, regrettably we will be unable to issue any refunds.

In the unlikely events that we must cancel a retreat due to weather, natural disaster or political upheaval, we cannot guarantee a refund. It will depend on receiving a refund from the venue we work with. We will put forth our best efforts to refund you in full, or offer you a credit at the next retreat.