



## **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.

### **BOGO Specials/Discounts**

All funds used towards the purchases of BOGO or Discounted Retreat Specials are non-refundable. In the event that retreats are postponed or canceled due to covid or any other reason, funds are to be transferred to another event in the next 24 months.

### **Cancellation Policy**

Please note that there will be no refunds or discounts for arriving late, leaving early, travel delays, illness or injury. 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. You are welcome to transfer your registration to another friend or individual and have them pay you directly for your ticket.

## **If we change or cancel a retreat**

In the unlikely event that we must cancel a retreat due to weather, natural disaster or political upheaval, illness outbreak etc., 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.

If we have to change the venue of a retreat due to circumstances beyond our control, we will make every effort to find a suitable replacement within the same geographical area whenever possible. If you are unable to attend the new venue, you will be able to transfer your registration to a future event without penalty, however no refunds will be given.

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.

## **COVID-19 Policy**

If any event has to be relocated or canceled due to issues surrounding COVID-19, staffing shortages or venue closures, no refunds will be issued, however all funds are able to be transferred to another event within the next 24 months.