

# Event / Retreat Cancellation & Refund Policy

(Updated with COVID-19 criteria)

## **EVENT / RETREAT CANCELLATION BY RAINBOW SPIRIT RETREAT**

Rainbow Spirit Retreat reserves the right to cancel an event / retreat due to low enrolment, inclement weather or other circumstances which would make the event non-viable. If Rainbow Spirit Retreat cancels an event, registrants will be offered a full refund. Should circumstances arise that result in the postponement of an event / retreat, registrants will have the option to either receive a full refund or transfer registration to the same event / retreat at the new, future date.

## **REGISTRATION CANCELLATION BY PARTICIPANT**

Unless specifically stated on registration materials or our COVID-19 criteria, the deadline to receive a refund for an individual booking is 14 days before the event / retreat. Cancellations received after the stated deadline will not be eligible for a refund. Refunds will not be available for registrants who choose not to attend an event / retreat. Cancellations will be accepted in writing only and must be received by the stated cancellation deadline. All refund requests must be made by the attendee or credit card holder. Refund requests must include the name of the attendee.

These above policies apply to all events unless otherwise noted in the corresponding event / retreat materials. Please read all individual event / retreat information thoroughly.

## **COVID-19 criteria for booking changes or cancellations**

If you have a booking with us that has been impacted by COVID-19, you are eligible to change or cancel your booking any time before the start of the event / retreat with a full refund (minus \$20.- office fee) if:

- You are impacted by the travel and/or disease control restrictions implemented by your local authorities or the authorities at the location of Rainbow Spirit Retreat.
- You are a medical professional and must perform duties in connection with the COVID-19 outbreak.
- You have been diagnosed or are suspected of being infected with COVID-19 by health authorities.

In any of these cases you may cancel your booking directly or contact us.

## **CONFIRMED BOOKINGS AND DEPOSITS:**

A 50% deposit must be received before your event / retreat will be considered "Booked/Confirmed" and the places reserved.