

Radiate and Ride

Terms and Conditions

BOOKING TRIPS & THE CONTRACT

All persons wishing to make a booking have carefully read and understand the Terms and Conditions that follow. By making a booking with **Radiate and Ride**, you accept on behalf of yourself and all those named on the booking, to be bound by these Terms and Conditions. A booking is accepted and becomes definite only from the date when **Radiate and Ride** sends a confirmation email, and when you have completed the payment.

PRICING

All retreat prices shown are per person and are quoted and payable in USD.

Radiate and Ride is not responsible for any fees incurred due to currency exchange or fees charged by your credit card/bank for processing funds in another currency.

Not included in the price of your travel arrangement is flights, travel insurance, excess baggage charges, tipping and any additional beverages, snacks, excursions or activities which are not confirmed as being part of your retreat arrangements. Additionally, any items or services purchased during a retreat are not included in the cost of your travel arrangement unless specifically stated.

There is no refund if you do not show up or leave early for any reason. No refund is available if you attend a program and are dissatisfied with its presentation or content.

BOOKING AND CANCELATION POLICY

We know how special each and every retreat is to our guests, so we do our best to work with everyone's individual needs, wants, and circumstances. With that in mind, once the decision has been made to book a trip and you payment has been received, we stand firmly by our cancellation policy. We only have a limited number of spots, so canceling a trip last-minute impacts us greatly. Just as important is the fact that once a retreat/room is booked, that spot becomes unavailable for someone who would have booked otherwise.

Please note that a cancellation by our definition is canceling the reservation completely, the need to reschedule the dates of stay, moving dates. No partial refunds or credits will be given for unused services such as rooms, lessons, excursions, or trips. The retreat is quoted as a package; credits are not given for services not used.

If you cancel a reservation that was partially paid with a credit, this credit will not be applicable for a future reservation. (The credit is revoked)

No exceptions are made to our cancellation policy for any reason.

No refunds will be given for any reason.

Travel Insurance: If you are concerned about a financial loss due to your late cancellation it is always recommended to purchase travel insurance to avoid any kind of loss. Please consult online, with your bank or through your local

travel agency for an affordable travel insurance that could cover last minute cancellations, and / or any medical injuries that could occur while in Costa Rica.

Late/early arrival or departure: Any conditions out of our control that delay your arrival or departure may add to your cost; all extra charges caused by delays (late luggage, extra flights, or catching up with a trip in progress) or any variations from the itinerary (early departure, evacuation) will be at your expense. Another reason why purchasing cheap travel insurance is in your best interest.

Injury or medical condition during your stay: Surfing, hiking, and some of the excursions are active, with that comes with the risk of injury. In case of injury, we do not offer credits for any unused portion of the retreat. We have clinics, ambulances and hospitals and we are able to assist in case of emergency. We are not held responsible for any injuries that could occur during your stay with us. Another reason why finding an affordable travel insurance is also very important.

You have until 30 days prior to your arrival to cancel your reservation and still receive a credit, less a cancellation fee. Cancellation fees are determined by the amount of notice given. Fees are listed below: If we receive notice of cancellation / date change, the following cancellation fees applies:

+90 days before arrival: the fee is \$250

89-61 days: the fee is \$500

60-31 days: the fee is \$750

Within 30 days of your arrival date: No credits or refunds of any kind

Any cancellations made from 30 days to arrival date, we do not make any exceptions on giving credits to reschedule at a later day. Once the cancellation fee has been determined, it will be subtracted from the amount you have paid us and the remaining balance will be the amount that you have to use towards your next trip that you reschedule at a more convenient time.

MEDICAL CONDITIONS & SPECIAL REQUIREMENTS

If you (or anyone on whose behalf you are booking) are **affected** by any condition, medical or otherwise, that might affect your or other people's enjoyment of the trip, you must advise us of this at the time of booking.

Surf, Yoga, and Adventure Retreat will do its best to meet special requests including dietary or physical limitations but such requests may not always be possible depending on the retreat, in which case **Radiate and Ride** reserves the right to refuse Clients with certain conditions.

Radiate and Ride will do its best to meet Client's special requests including dietary, but such requests do not form part of the Contract and therefore we are not liable for not providing these requests.

TRAVEL & HEALTH INSURANCE

Radiate and Ride recommends Clients obtain travel medical insurance. This insurance must cover personal injury and emergency medical expenses including, but not limited to, helicopter evacuation, air ambulance and repatriation.

It is strongly recommended the coverage be extended to include cancellation, curtailment, and all other expenses that might arise as a result of loss, damage, injury, delay or inconvenience occurring to the Client during travel. **Radiate and Ride** shall have no liability for loss, theft of or damage to baggage or personal effects. Personal

belongings lost or stolen are not the responsibility of **Radiate and Ride** or the facility that hosts **Radiate and Ride** Retreat. We cannot accept responsibility for and in no event shall be liable for loss or damage of valuables or other articles left in or on facilities used such as hotels, huts, expedition vehicles, or any other mode of transportation.

The Client acknowledges that the cost of **Radiate and Ride** do not include insurance and that the Client has been advised to obtain separate coverage at an additional cost. When obtaining travel insurance the Client must ensure the insurer is aware of the type of travel to be undertaken.

UPDATING OF TERMS & CONDITIONS

Radiate and Ride reserves the right to update and/or alter these terms and conditions at any time, and it is the Client's responsibility to be familiar with them.