

## Wellness & Yoga at Château Ladausse with Yoga Instructor Dhana Stevens

### **Registration Process & Cancellation Policy**

Because the minimum group size is not a guarantee at the time of this program launch, we will follow a “2-step registration process”, as described below:

#### **1st step: "Intention to Register Step"**

- Guests who would like to register for the program will pay the initial deposit to hold their spot. The Intention to Register period is open until May 31st, 2020, or until the minimum group size is reached.
- The interested travelers will be asked to pay a “commitment fee” (CF) of €1,000.00 (Euros) per traveler (approximately 50% of the program amount).
- When the minimum group size is reached, we proceed to the 2nd step below.
- If the minimum group size is not reached, then the interested travelers are individually informed and the CF is **fully reimbursed**.
- We recommend to the travelers to avoid booking any flight during this step. If guests decide to make any flight or other travel reservations, it is at their own risk and expense.

#### **2nd step: "Registration Completion Step"**

- The minimum group size has been achieved and the interested travelers are informed that the trip is a “Go”. Travelers are then asked to pay the balance for the trip by July 15th, 2020 (2 months prior to program start date). Any new customers joining the program during the Registration Completion Step can sign up with 50% down to hold their spot and pay the balance by July 15, 2020.
- The Registration Confirmation Step will remain open until August 15, 2020 at which time the registration period will definitively close. Anyone joining the program between July 15, 2020 and August 15, 2020 period will pay 100%.

#### **Cancellation policy:**

If the program has been confirmed to proceed and if you have paid the full amount but then cancel with 60 days or more notice prior to the start of the program, then 50% of the guest’s payment is refunded.

If cancelled with less than less than 60 days notice, then no refund is made.

#### **Travel Insurance:**

We recommend travelers to subscribe to a travel insurance policy in case there would be a need to cancel the trip for reasons beyond their control (classic travel insurance).