

## Terms & Conditions

These rules and policies are subject to change at any time.

### Booking a Journey & Payment Structure

- To book your journey and reserve your spot:
  - A \$1,500 deposit is due upon registration, payable electronically.
  - Your Medical Intake Form must be submitted within 7 days of your registration date.
    - Your registration is not confirmed until we receive your Intake Form, our team reviews it, and you receive email confirmation from Reunion that your Intake Form has been approved.**
  - Your second payment will automatically be charged 15 days after your registration date to the credit card used for your deposit. You will receive a notification confirming this payment.
    - If you would like to use a different card to process your second payment, please notify [intake@reunionexperience.org](mailto:intake@reunionexperience.org) no less than 24 hours prior to your scheduled second payment.
  - Your final \$400 payment is due in cash upon arrival to Reunion. This payment is for your medicine fees.
  - Example:
    - Registration Date | January 1, 2024
    - Intake Form Due Date | January 8, 2024
    - Automatic Second Payment Date | January 16, 2024
    - Final Balance | Cash Payment Due On-Site, First Day of Journey
- If you register less than 1 week prior to a journey's start date, the balance of your experience is due in full **before** starting your journey.
- If for whatever reason you choose to leave Reunion prior to the end of your journey, full or partial refunds will not be issued. You will also be responsible for the cost of your transportation back to Liberia Airport.

### Informed Consent and Acknowledgment

By registering for a journey, you acknowledge that you have read, understood, and agreed to the terms and conditions. You also confirm you are making an informed and voluntary decision to participate in a Reunion journey, understanding the associated risks and responsibilities.

### Cancellation Policy

- Cancellation notices must be sent in writing via email to [intake@reunionexperience.org](mailto:intake@reunionexperience.org).
- If you cancel your journey within 24 hours of registration, we will refund your deposit.
- If during the Intake Screening Process our Intake Coordination team identifies known medical issues which make it unsafe for you to have a plant medicine journey, we will refund your deposit and, if applicable, your second payment.
  - Refunds will be issued back to the original form of payment within 45 days. Please be aware that timeframes for refund processing may vary depending on your bank.

4. If you choose to cancel your journey more than 24 hours after registration, you may **transfer** any payments made **as a credit** to a future Reunion journey. **Credits will expire within 12 months of issuance.** The amount which is transferrable is dependent on the notice you provide to Reunion (see chart on following page).

Days' Notice Prior to Journey Start Date	% Of Payments Made Eligible for <u>Credit</u>
75+ Days	100%
60-74 Days	80%
45-59 Days	60%
0-44 Days and No-Shows	0% - You will be charged the full price of your journey, which will be payable electronically.

Please note that to properly manage our operations, we cannot make any exceptions to our Cancellation Policy for any reason. **Non-transferable payments are invested into our Reciprocity initiatives, including the Reunion Scholarship Program,** which helps qualified applicants without the financial means attend a journey.

### Health & Safety

1. Considering COVID-19, Reunion recommends all Guests purchase flight and travel insurance to cover all contingencies and non-refundable deposits and expenses. If flights or journeys are cancelled due to COVID-19, deposits are non-refundable but will be transferred to personal credit to use for a future journey. Reunion is not responsible for travel disruptions due to COVID-19.
2. Reunion values all Guests' safety, experiences, healing processes and personal boundaries. We expect our Guests do the same. The following offences will not be tolerated, and will result in being sent home without question and without a credit for your journey at the sole discretion of Reunion staff:
  - Sexual harassment toward any of the guests or staff.
  - Behavior that puts your own or others' safety at risk.
  - Repetitive disruptive behaviors inside or outside ceremony that creates discomfort for other guests, or significantly interferes with the healing process of other guests.
  - The use of substances/drugs of any kind taken or consumed at Reunion.
  - Behavior that puts your own or others' safety at risk.
  - Theft of any kind – we aim to cultivate an environment of trust and respect, where every person and their belongings are safe and secure.
3. Reunion staff reserves the right to send anyone home at any time at our discretion.
4. We require that all Guests agree to and sign our Information Form & Journey Waiver to participate in ceremony.
5. We require that all Guests agree to and participate in Health Checks prior to their first ceremony. These Health Checks are included in the cost of journeys and are performed by trained medical professionals.
6. We do not share personal or contact information between Guests without the explicit permission of the Guest.
7. If one is deemed medically unsafe (i.e. recent prescriptions taken that are contraindicated with plant medicine), we reserve the right to withhold any ceremonies happening at Reunion.
8. We reserve the right to not accept Guests at the discretion of Reunion staff.

## **COVID-19**

The safety of our Guests and staff is of the utmost importance. In addition to our on-site safety protocols, below are additional terms Guests must agree to during the booking process to minimize risk and help prevent the spread and transmission of COVID-19.

In addition to our regular terms and conditions for booking a journey at Reunion, Guests are required to agree to, and perform, the following:

1. Guests agree to purchase flight and travel insurance to cover all contingencies and nonrefundable deposits and expenses – we recommend one that covers all possible medical expenses and accommodation in case of a COVID-19 infection.
2. If flights or journeys are cancelled due to COVID-19, deposits are nonrefundable but will be transferred to personal credit to use for a future journey. Reunion is not responsible for travel disruptions due to COVID-19.
3. Guests agree not to travel if they are experiencing any of the following symptoms prior to their departure, or immediately alert Reunion staff if experiencing the following while traveling or after arrival in Costa Rica:
  - a. Fever
  - b. Respiratory symptoms such as sore throat, cough, or shortness of breath
  - c. Flu-like symptoms such as muscle aches, chills, or severe fatigue
  - d. Changes in sense of taste or smell
4. Reunion recommends that persons who are considered an at-risk population for transmission of COVID-19 (over 70 years of age, immunocompromised, or have pre-existing health conditions) do not book a journey at Reunion until after travel risk is considered negligible by the World Health Organization.
5. Guests agree to review the CDC's guidelines on symptoms, testing, prevention, and travel as related to COVID-19

## **Contact Information**

For any inquiries or assistance, please contact Reunion at the following:

Email: [info@reunionexperience.org](mailto:info@reunionexperience.org)

Phone: +1 (888) 245-1704