Rios Lodge
Retreat Booking & Deposit Policy
2024-2025

1. **Initial Deposit:**
    - Upon booking, an initial deposit equivalent to 20% of the estimated retreat occupancy is required to secure the reservation. This deposit is based on standard double occupancy rates for mid-tier rooms.
    - If a low-season reservation is canceled 4 months or more in advance, $500 of the deposit is non-refundable and transferable up to 1 year, while the remaining deposit is refundable.
    - If a high-season reservation is canceled 4 months or more in advance, $1,000 of the deposit is non-refundable and transferable up to 1 year, while the remaining deposit is refundable.
    - See Refunds and Cancellation Policy section below for additional deadlines and details.

2. **Payment Schedule:**
    - 50% of the estimated occupancy fee is due 90 days prior to the retreat start date.
    - The remaining full balance (including the 13% IVA) is due either 45 or 30 days before the retreat start date, depending on whether it falls within the high or low season.
        - High Season (45 days): November to March, June to August
        - Low Season (30 days): April, May, September, October

3. **Retreat Leaders and Instructor/Facilitator Costs:**
    - **Retreat Leaders:**
        - For retreats with fewer than 8 participants, a rate of $500 applies for a 3-night stay. Each additional night beyond the initial 3 nights incurs an extra charge of $100 per night.
        - For retreats with 8 or more participants, the retreat leader's rate is complimentary.
    - **Instructors/Co-Facilitators:**
        - For a 3-night stay, each additional instructor or co-facilitator incurs a rate of $500 (occupancy and room to be determined). Each

additional night beyond the initial 3 nights incurs an extra charge of $100 per night, per instructor or co-facilitator.

4. **Refunds and Cancellation Policy:**
    - Refunds for cancellations made within the specified timeframes will be processed as follows:
        - Low-Season Cancellation 4 months or more in advance: Remaining deposit refunded, minus $500 non-refundable/ transferable portion (see initial deposit section above).
        - High-Season Cancellation 4 months or more in advance: Remaining deposit refunded, minus $1,000 non-refundable/ transferable portion (see initial deposit section above).
        - Cancellation after 4 months prior to the retreat start date: No refunds will be issued.

5. **Discounts and Rebates:**
    - Off-Season Discount: Additional discounts may be offered during April, May, September, and October (low season), subject to individual assessment.
    - Early Bird Discount: Receive a 5% discount off the full retreat cost if booked and the deposit is given within the first two weeks after the Rios Lodge Retreat Leaders trip.
        - April 2024 Retreat Leaders discount window: by May 20th
    - Repeat Retreat Business Discounts: Discounts available based on the type and size of the retreat.
    - Referral Bonus: Earn a 5% or 7% rebate on retreats for each successful referral.
        - 5% rebate issued as cash payment *or* 7% rebate issued as a discount on a future retreat.
        - Rebate credit to be issued once referral is booked and paid in full.
        - Cash rebate option to be paid once referral retreat is paid in full.
        - Discount rebate option is good for up to 1 year from issue date.

6. **Policy Modifications:**
    - Any modifications to this deposit policy must be agreed upon in writing by both parties.