



2026 Mujer on the Move, LLC
MOTM RETREATS TERMS OF SERVICES

LAST UPDATED: APRIL 15,2026

Important: Please Read Carefully

These Terms of Service ("Terms") govern your purchase and participation in all Mujer on the Move, LLC ("MOTM") services ("MOTM Retreats").

By accessing our website, utilizing our WeTravel booking pages, or submitting a payment, you acknowledge that you have read, understood, and agree to be legally bound by these Terms. If you do not agree to all provisions herein, you are not authorized to access our services or participate in any MOTM Retreat.

1. Description of Services

MOTM provides MOTM Retreats: curated group travel experiences that range between 4-6 days. The specific inclusions for your MOTM Retreat depend on the tier purchased (Oruga, Mariposa, or Aventurera) as specified at the time of booking.

1.1 Included Services

Subject to the specific MOTM Retreat tier purchased, MOTM agrees to provide:

- **Lodging:** Accommodations for the number of nights specified in the tier description (Hotel or Airbnb). MOTM reserves the right to substitute accommodations with properties of a similar standard.
- **Transportation:** Ground transportation for airport transfers (within designated windows) and scheduled MOTM excursions.
- **Group Guidance:** Facilitation by designated MOTM Guides/Co-Guides as specified by the MOTM Retreat tier.
- **Meals:** Only those meals specifically listed in the tier itinerary (e.g., Welcome Dinners, specified Breakfasts/Lunches).
- **Cultural Excursions & Experiences:** Curated activities as outlined in the final itinerary. All activities are subject to availability and local conditions.
- For a more detailed table [CLICK HERE](#)

1.2 Exclusions (What is NOT Included)

For the avoidance of doubt, the following are **not** included in the purchase price of any MOTM Retreat:



- **Airfare:** All roundtrip international and domestic flights.
- **Travel Insurance: Mandatory** travel insurance (must be purchased independently by the Customer/Client or “Aventurera”).
- **Unspecified Meals:** Any meals, snacks, or beverages not explicitly listed in the tier itinerary.
- **Personal Expenses:** Laundry, telephone calls, tips/gratuities, and individual shopping.
- **Medical Costs:** Any costs associated with illness, injury, or emergency evacuation.

1.3 Itinerary Changes & Substitutions

MOTM strives to adhere to the published MOTM Retreat itinerary; however, we reserve the right to make changes to the itinerary, including lodging, routes, and excursions, without prior notice due to local conditions, safety concerns, or vendor availability. Such changes do not constitute grounds for a refund.

2. Mandatory Travel Insurance

2.1 Requirement of Coverage

Participation in any MOTM Retreat is strictly contingent upon the Customer/Client securing comprehensive travel insurance. This is not optional. You must purchase your policy within 14 days of your initial deposit to ensure maximum coverage (including "Cancel For Any Reason" options).

2.2 Minimum Coverage Standards

Your insurance policy must, at a minimum, cover the following:

- **Emergency Medical Expenses:** Minimum coverage of \$100,000 USD.
- **Emergency Medical Evacuation & Repatriation:** Coverage for emergency transport back to your home country.
- **Trip Cancellation & Interruption:** Coverage that protects your non-refundable MOTM Retreat fees and airfare.

2.3 Proof of Insurance

Customer/Client must submit a Certificate of Insurance or a copy of their policy summary to MOTM no later than **60 days prior** to the MOTM Retreat start date. MOTM reserves the right to cancel your reservation, without a refund, if proof of insurance is not provided by this deadline.



2.4 Acknowledgement of Risk

By booking, you acknowledge that MOTM is not an insurance provider and is not responsible for any costs associated with travel delays, medical emergencies, or cancellations. If you choose to travel with a policy that does not meet the minimums above, or if you fail to secure insurance, you personally assume all financial risk and agree to indemnify and hold Mujer on the Move, LLC harmless against any related expenses.

3. Payments

3.1 Investment & Selection

The Customer/Client agrees to pay the total amount associated with their selected room occupancy and MOTM Retreat tier (the "Purchase Price"). By selecting a package and submitting a deposit, the Customer/Client authorizes MOTM to process payments via our third-party processor, WeTravel.

3.2 Payment Options

- **Paid in Full:** All fees must be paid in full by the booking closing date specified on the MOTM Retreat registration page.
- **Payment Plans:** If a payment plan is selected, the Customer/Client agrees to adhere strictly to the installment schedule provided at checkout. It is the Customer/Client's responsibility to ensure that valid payment methods are maintained on file with WeTravel.

3.3 Default & Forfeiture

Punctuality is vital for MOTM Retreat logistics. If any payment remains unpaid for 7 days past the scheduled deadline, the Customer/Client's reservation will be considered "Defaulted."

Consequences of Default: In the event of a default, MOTM reserves the right to cancel the Customer/Client's reservation and release their spot to the waiting list. All previous payments made up to that point are subject to the **Cancellation & Refund Policy** (Section 4).

3.4 Processing Fees

The Customer/Client acknowledges that all payments processed via credit or debit card are subject to the transaction fees of our third-party processor (WeTravel). These fees are non-refundable.



4. Cancellations & Refunds

4.1 Deposits & Non-Refundability

If not paid in full at checkout, the initial deposit (of \$500.00 USD) is required to secure your MOTM Retreat reservation and is 100% non-refundable and non-transferable under any circumstances. This deposit represents the administrative costs and non-refundable vendor prepayments made by MOTM on your behalf. By submitting your deposit, you acknowledge and accept this policy.

4.2 Minimum Participant Requirement

MOTM Retreats are curated group travel experiences that require a minimum of five (5) Customers/Clients (“Aventureras” “participants”) to operate. MOTM reserves the right to cancel any MOTM Retreat that does not meet this minimum requirement by forty-five (45) days prior to the scheduled departure date.

(a) Notice of Cancellation & Election Period

In the event of a cancellation due to low enrollment, MOTM will notify all registered Customers/Clients via email. Customers/Clients will have seven (7) calendar days from the date of notice to submit their choice of remedy in writing to retreats@mujeronthemove.com.

Participants may select one of the following two options:

- **Option 1:** Full Refund (Cash Back). A 100% refund of all payments made to MOTM to date, including the initial deposit. Refunds will be processed via the original payment method (WeTravel).
- **Option 2:** MOTM Travel Credit (Transfer of Funds). All payments made will be converted into a MOTM Travel Credit. This credit is valid for twenty-four (24) months from the date of issuance and may be applied toward the purchase of any future MOTM Retreat.

(b) Failure to Elect a Remedy

If a Customer/Client fails to notify MOTM of their choice via email within the seven (7) day election period, the default remedy shall be the issuance of a MOTM Travel Credit.



(c) Limitation of Liability

MOTM's financial liability is strictly limited to the funds paid directly to MOTM. MOTM is not responsible for any "outside" or "incidental" costs incurred by the Customer/Client, including but not limited to:

- Non-refundable international or domestic airfare.
- Passport or visa fees.
- Travel gear or medical preparation.
- Loss of earnings or vacation time.

Participants are strongly encouraged to utilize their mandatory travel insurance to recoup any such third-party losses.

4.3 Participant Cancellations & Refunds

MOTM understands that life happens. However, because our MOTM Retreats require significant upfront financial commitments to local vendors, we must strictly adhere to the following cancellation schedule.

(a) Non-Refundable Deposit

The initial deposit (e.g., \$500.00 USD) is 100% non-refundable and non-transferable under all circumstances. This secures your spot and covers immediate administrative and vendor costs.

(b) Cancellation More Than 30 Days Before Departure

If you cancel your MOTM Retreat reservation in writing to retreats@mujeronthemove.com at least thirty-one (31) days prior to the MOTM Retreat start date, you are eligible for a full refund of any payments made in excess of the non-refundable deposit. Refunds will be processed within 14 business days of written confirmation.

(c) Cancellation Within the 30-Day "Late Window"

If you cancel your MOTM Retreat reservation thirty (30) days or fewer prior to the MOTM Retreat start date, the following refund schedule applies. You acknowledge that these fees are not a penalty, but represent a "liquidated damages" estimate of the costs MOTM incurs and the difficulty of reselling your spot on short notice.

- **Cancellation 15–30 Days Before Departure:** You will receive a 50% refund of all funds paid *after* the initial non-refundable deposit. The remaining 50% is forfeited to MOTM.



- **Cancellation 14 Days or Fewer Before Departure:** No refunds will be issued. 100% of all funds paid to MOTM are forfeited. Notice Requirement: All cancellations must be submitted in writing to retreats@mujeronthemove.com. The date the email is received by MOTM will determine the applicable refund tier.

4.4 Payment Plan Defaults

Failure to abide by the MOTM Retreat Payment Plan deadlines as outlined at checkout will result in the immediate forfeiture of your spot. In the event of forfeiture due to non-payment, any funds paid to date will be treated according to the cancellation windows above.

4.5 Force Majeure (Unforeseeable Events)

If MOTM is unable to perform the duties under this Agreement due to illness, emergency, fire, casualty, strike, act of God, or causes beyond the control of MOTM, MOTM and the Customer/Client shall make every attempt to reschedule for a future Mujer on the Move, LLC MOTM Retreat.

5. Term

This MOTM Retreat Agreement shall commence when the Customer/Client submits their initial deposit and/or pays in full (the "Effective Date") and shall continue in full force and effect until the final day of the Customer/Client's specific MOTM Retreat, unless terminated earlier in accordance with the provisions of this Agreement.

6. General Provisions & Legal Protections

6.1 Term and Termination

This Agreement commences on the date the Customer/Client submits their initial deposit and/or pays in full and continues until the final day of the Customer/Client's specific MOTM Retreat.

- **Breach:** Either Party may terminate this Agreement if the other Party breaches a material obligation and fails to cure such breach within ten (10) days of written notice.
- **Participant Withdrawal:** Any withdrawal by a Customer/Client must be submitted in writing to retreats@mujeronthemove.com and is subject to the refund schedule in Section 4.3.

5.2 Ownership of Work Product & Intellectual Property



The copyright for all products, journals, digital guides, itinerary, and cultural curriculum provided during the MOTM Retreat belongs solely to Mujer on the Move, LLC. This Agreement does not grant the Customer/Client any license to use, reproduce, or distribute MOTM's intellectual property for commercial purposes.

5.3 Participant & Service Provider Expectations

- **MOTM Commitment:** MOTM warrants that Services will be performed in a professional manner consistent with industry standards. MOTM makes no guarantees regarding specific personal outcomes or "results" of the MOTM Retreat.
- **Customer/Client Commitment:** Customers/Clients agree to act with honesty, trust, and clear communication. Customers/Clients commit to respectfully engaging with Latin American (LATAM) cultures, local people, and fellow "Aventureras" (other customers/clients). MOTM reserves the right to remove any Customer/Client who violates these values, without a refund.

5.4 Confidentiality

Both Parties agree to keep proprietary business information confidential. MOTM will not share Customer/Client's personal information with third parties unless required by law or necessary for travel logistics (e.g., sharing passport info with a local flight or tour operator).

5.5 Indemnification

The Customer/Client agrees to indemnify and hold Mujer on the Move, LLC and its officers harmless from any third-party claims, losses, or damages (including attorney's fees) arising out of the Customer/Client's negligence or willful misconduct during the MOTM Retreat.

5.6 Limitation of Liability

In no event shall Mujer on the Move, LLC be liable for incidental, consequential, or punitive damages, including lost profits or travel inconvenience. MOTM's entire aggregate liability for any claims relating to the MOTM Retreat shall not exceed the total fees paid by the Customer/Client to MOTM.

5.7 Force Majeure

Neither Party shall be liable for failure to perform obligations if such failure is caused by events beyond their reasonable control, including but not limited to: acts of God, pandemics, strikes, governmental regulations, inclement weather, or



civil commotion. In such cases, MOTM will attempt to reschedule the MOTM Retreat or issue a MOTM Travel Credit.

5.8 Governing Law and Venue

This Agreement shall be governed by the laws of the State of California. Any legal action arising out of this Agreement must be brought exclusively in the state or federal courts located in Los Angeles County, California.

5.9 Severability and Survival

If any provision of this Agreement is held to be invalid or unenforceable, the remaining provisions shall remain in full force. Sections regarding Liability, Indemnification, Intellectual Property, and Governing Law shall survive the termination of this Agreement.

5.10 Entire Agreement

This document, along with the specific MOTM Retreat Itinerary provided at booking (unless Early Bird booking, for which booking is made knowing that final itinerary will be presented by May 29, 2026), constitutes the entire agreement between the Parties and supersedes all prior discussions or marketing materials.