



**2026 Mujer on the Move, LLC**  
**MOTM RETREATS CANCELLATIONS & REFUNDS**

**LAST UPDATED: APRIL 15,2026**

**Important: Please Read Carefully Before Booking**

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.

**Cancellations & Refunds**

**1. Deposits & Non-Refundability**

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 (whether MOTM Retreat was paid in full or via payment plan). This deposit represents the administrative costs and non-refundable vendor prepayments made by MOTM on your behalf. By making a purchase of a MOTM Retreat (whether paid in full or via payment plan), you acknowledge and accept this policy.

**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](mailto: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.

## **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](mailto: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](mailto:retreats@mujeronthemove.com). The date the email is received by MOTM will determine the applicable refund tier.

## **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.

## **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.