

## **Cancellation Policy**

At Oak Tree Wellness and Counseling, we prioritize compassion and understanding in handling cancellations while also respecting our commitments to our guests and vendors. Please review our cancellation policy carefully to understand how cancellations are managed.

All cancellations must be submitted in writing by email to [hello@oaktreecw.com](mailto:hello@oaktreecw.com).

- 100% deposit refund for cancellation 60+ days before retreat start date.
- 50% deposit refund for cancellation 30-59 days before retreat start date.
- 0% deposit refund for cancellation 0-29 days before retreat start date.

The remaining balance is due 30 days before the retreat start date. If paid at the time of booking, a full refund of the remaining balance is available up to 30 days before your retreat start date.

If you cancel 0-29 days before your retreat start date remaining balance is not refundable

In the event of delays or unforeseen circumstances, we do not offer refunds or discounts for late arrivals, early departures, flight cancellations, travel delays, or illness. We highly recommend participants to invest in travel insurance to safeguard against cancellations, lost baggage, medical expenses, and other unforeseen costs.

By completing the booking and submitting the deposit payment, you acknowledge that you have read and comprehend our policy.

## **Cancellation Disputes:**

In the event of a cancellation dispute related to our yoga retreats, the following internal process will be followed:

**Reporting:** Any cancellation dispute must be reported to the retreat organizer or designated point of contact within our business immediately upon occurrence, and no more than 24 hours after.

**Internal Review:** We will conduct an internal review of the cancellation dispute, involving relevant stakeholders such as the retreat organizer, administrative staff, and any other individuals directly involved in the booking process.

**Discussion with Participant:** We will reach out to the participant involved in the cancellation dispute to understand their perspective and address any concerns they may have.

**Mediation:** If necessary, we will facilitate a mediation session between the participant and the retreat organizer. The mediation session will be conducted with the aim of fostering open communication and finding a mutually acceptable solution.

**Decision Making:** Ultimately, a decision regarding the cancellation dispute will be made by the retreat organizer or management team based on a careful consideration of the facts, relevant policies, and any extenuating circumstances.

**Resolution:** Once a decision has been reached, all parties involved will be promptly notified of the outcome and any necessary actions to be taken.