

## IMPORTANT INFORMATION

### **Covid-19 measures:**

Since the measures regarding the SARS-Cov-2 pandemic are constantly changing, we make sure to update our safety guidelines.

In case of a travel ban due to force majeure (wars, pandemics, epidemics) that prohibits guests from traveling, the total amount paid by participants will be refunded.

We make sure to respect Social Distancing guidelines and the use of a protective mask where deemed obligatory.

Our hotel partners have Covid-19 testing centers inside the venue premises and work closely with us to ensure guests' comfort and safety at all times.

### **Payment installments:**

Each retreat payment is divided in 2 installments.

The deposit amount constitutes 30% of the total amount to be paid

The remaining amount constitutes 70% of the total amount to be paid

During the booking process, you have the option to either pay the deposit amount in order to secure your spot, or to pay the entire amount directly.

### **Payment method:**

We constantly want the maximum possible security of your electronic transactions.

With the Bank we cooperate, they use the latest technology in its systems and processes.

On your part, you should preferably use computers and devices you control yourself.

### Payment via BANK TRANSFER

*\*\*We will provide the details via email to each participant individually\*\**

### Payment via CREDIT CARD

Card security is very important to us, so we have developed a secure payment platform on our website via our authorized bank, in order for you to safely transmit card information through a safe banking environment and charge the card respectively.

In case of using an American Express credit card, please be informed that there is an additional transaction fee of 2,9% on the payable amount.

Kindly note that all charges will be in EUR, we're not yet authorized to accept payments in other currencies.

### **Cancellation Policy:**

The deposit amount paid for each retreat and for each participant individually is non-refundable.

**Refunds:**

In case of a travel ban due to force majeure (wars, pandemics, epidemics) that prohibits guests from traveling, the total amount paid by participants will be refunded.

Should you wish to be provided with further assistance, kindly contact us at  
[info@travelgems.com](mailto:info@travelgems.com)