



TMT Group Retreat Cancellation & Booking Policies

TRIP DEPOSITS AND PAYMENT TERMS

- A \$1000 per person trip deposit for a Te Mana Travels retreat is due upon time of booking and is non-refundable.
- 120 days prior to event start date: 50% of your total trip cost is due.
- 90 days prior to trip start date: Final payment for the remaining balance of your trip cost is due.
- Deposits and final payments can be made online using a credit card or PayPal (3% additional charge), by bank wire transfer, or check.

CANCELLATION POLICY

- If you must cancel, a \$1000 deposit is NON-REFUNDABLE.
- Full refund less deposit will be given within at least 91 days notice prior to trip start date. Within 90 days of your trip start date, no refunds will be given.
- If you must cancel your reservation, you may transfer to another future retreat date only if cancellation is done before the final payment due date. If the future retreat date costs more than your cancelled retreat date, you will be required to pay the difference.
- Injury and illness do not disqualify you from the above cancellation policies.
- We reserve the right to cancel retreats with inadequate participant interest, in which case all money paid to Te Mana Travels will be refunded. Te Mana Travels CANNOT be held responsible for any personal expenses, such as airline tickets due to changes in itineraries or tour cancellations. Travel Insurance is highly recommended.
- Exceptions to our cancellation policy cannot be made for any reason including but not limited to weather, terrorism, civil unrest, epidemics or the threat thereof, personal family or medical emergencies or force majeure. There is no refund for arriving late or leaving a trip early.
- Te Mana Travels reserves the right to suspend departures in cases of force majeure, in which case, all payments received to date will be transferred on account for use for a future retreat (must be used within 24 months). Te Mana Travels is not responsible for expenses that are incurred in preparation for any suspended trips, such as airline tickets, or costs that are incurred due to travel delays, flight cancellations or illness.
- Due to the many pre-paid commitments we make with our local partners, we have to strictly adhere to our cancellation policy. We always recommend purchasing a Travel Protection Plan (see "Travel Insurance") to provide our clients with peace of mind and financial security as you prepare for your travels.

COVID-19 POLICY

- We are not able to provide refunds of payments for retreats cancelled due to COVID. We recommend purchasing a Travel Protection Plan that covers COVID-related trip cancellation and medical benefits.
- If Te Mana Travels must cancel a retreat date due to the COVID pandemic, all payments made by an individual for a cancelled retreat date will be applied to a future Te Mana Travels retreat date of your choosing.
- Upon booking, you will be sent an up-to-date, detailed guideline on COVID testing and entry requirements established by the French Polynesian government. Te Mana Travels will not be held responsible for client failure to follow testing and entry procedure protocol and or a positive COVID test that prohibits travel and entry into French Polynesia and or re-entry into country of origin.

RELEASE OF LIABILITY

Guests are required to provide a signed Release of Liability waiver and a completed Personal Information Form prior to trip departure. These can be completed online. We are unable to allow guests to participate in any aspect of a Te Mana Travels trip without a signed release form.

TRAVEL INSURANCE

There are many travel insurance policies to choose from. We recommend searching and comparing policies online at a website such as SquareMouth (<https://www.squaremouth.com/travel-insurance-quotes>). Most Travel Protection Plans cost approximately 9% of your total trip cost. We encourage our clients to choose a plan that also includes your trip deposit cost and COVID-related trip cancellation.