



General Terms and Conditions Pura Vida Retreats

Pura Vida Retreats & Workations is a company specialized in organizing various Retreats and Workations.

In these General Terms and Conditions, "Participant" is understood to mean: a natural person who does not represent a company, or an individual or organization that does have a company or business and uses the services of Pura Vida Retreats & Workations.

In these General Terms and Conditions, "Agreement" is understood to mean: the binding agreement between Pura Vida Retreats & Workations and the participant, whereby Pura Vida Retreats & Workations commits to providing services and the Participant commits to paying a fee for this. The agreement arises through an offer from Pura Vida Retreats & Workations and its acceptance.

In these General Terms and Conditions, "Services" is understood to mean: all products and services that Pura Vida Retreats & Workations and/or its partners provide to the participant, including but not limited to organizing retreats, as well as all other activities that Pura Vida Retreats & Workations carries out for the benefit of the participant.

In these General Terms and Conditions, "Website" is understood to mean: the online presence at www.puravidaretreat.nl.

These general terms and conditions apply to every offer from Pura Vida Retreats & Workations and to all existing and future agreements, deliveries, business relationships, and other legal connections between the parties involved. The participant's terms are explicitly rejected. Deviations from these general terms and conditions are only valid if expressly and in writing agreed upon with Pura Vida Retreats & Workations.

These general terms and conditions also apply to additional or modified assignments from the participant. If one or more provisions in these General Terms and Conditions are found to be invalid, this does not affect the validity of the remaining provisions and the entire agreement. In that case, the parties will endeavor to replace the invalid provision with a new, valid provision that closely matches the intent of the original General Terms and Conditions.

Registration for Retreats & Workations preferably takes place via the website. Participants can also contact us via phone, social media, or email for more information and registration for Retreats/Workations. Once the individual has completed and successfully finalized the (online) payment procedure, they will receive a confirmation email. At that moment, the agreement is established. If Pura Vida Retreats & Workations sends a confirmation to the participant, it is decisive for the content and interpretation of the agreement.



Pura Vida Retreats & Workations is committed to performing the services properly, with due care and in accordance with the agreements made. The aim is to meet the participant's expectations as much as possible, but no guarantee is provided for specific results or outcomes.

In case of force majeure or unforeseen circumstances, Pura Vida Retreats & Workations reserves the right to offer an alternative location that is comparable to the advertised location on the website or social media.

If necessary, Pura Vida Retreats & Workations may outsource certain tasks to third parties, in accordance with the terms of the agreement and with due care.

If it becomes necessary to amend or supplement the agreement for its proper execution, Pura Vida Retreats & Workations will notify the participant of this directly and in writing.

A change or addition to the agreement is considered as an additional assignment. For this additional assignment, a separate agreement will be made in advance regarding the compensation, with the additional services provided at the agreed rate.

The failure to immediately implement the amended agreement does not constitute a breach of contract by Pura Vida Retreats & Workations and does not give the participant the right to terminate or dissolve the agreement.

Changes to the original agreement are only effective after they have been accepted by both Parties through an additional or amended agreement. These changes will be documented in writing (via email or WhatsApp)

BOOKING AND CANCELLATION POLICIES

By registering and paying the deposit, you agree to the booking and cancellation policies of Pura Vida Retreats & Workations.

After registering, you are required to make a 50% deposit of the total amount of the retreat/workation within seven days. Participation in the program is voluntary, and you may choose not to participate. Opting out of participation does not entitle you to a refund of the deposit.

Pura Vida Retreats & Workations reserves the right to cancel the retreat/workation for valid reasons, such as insufficient participants, illness of the instructor, or force majeure. In case of cancellation by Pura Vida Retreats & Workations, you are entitled to a refund of the deposit already paid or the full amount if it has been settled.



Pura Vida Retreats & Workations is a sole proprietorship that aims for humanity and respect in all communication. However, it is sensitive to cancellations.

The remaining amount of 50% must be transferred 4 weeks before the start. Alternatively, in consultation with Pura Vida Retreats, this amount can be paid in cash on-site.

In case of cancellation from 4 weeks before the start, we will charge the full amount owed to us for the entire Retreat or Workation.

INSURANCE

It is mandatory to take out health, accident, and travel insurance. It is strongly recommended to also arrange cancellation insurance, especially for activities abroad. All costs incurred due to non-compliance with these obligations are entirely the responsibility of the participant.

RIGHTS AND OBLIGATIONS DURING THE RETREAT/WORKATION

Participation in the program during the retreat is voluntary. Non-participation does not entitle you to a partial refund of the amount paid.

Participation in the activities during the retreat/workation is at your own risk. These activities are not intended as a substitute for medical treatments or therapy but as recreation and personal growth.

Participants are responsible for informing the respective guide/coach/host of any physical complaints.

The use of narcotics and excessive alcohol consumption is not permitted throughout the entire retreat. Smoking is also not allowed within the locations offered by Pura Vida Retreat & Workation.

Pura Vida Retreat & Workation expects respectful behavior from all participants towards each other.

Participants should treat the environment and locations with care. Any damages will be recovered from the responsible party.

The making and/or publishing of video or sound recordings during the retreat is allowed only with prior permission from Pura Vida Retreats & Workations.

Failure to comply with the rules described in this article may result in the removal of the participant from the retreat. In that case, the participant is not entitled to a refund of payment.



LIABILITY

The participant is responsible for providing accurate and relevant information necessary for the execution of the agreement. Pura Vida Retreats & Workations cannot be held liable for damages resulting from incorrect or irrelevant information provided by the participant.

Pura Vida Retreats & Workations is not responsible for errors or omissions by third parties it has engaged. By using the services of Pura Vida Retreats & Workations, the participant agrees that Pura Vida Retreats & Workations accepts on their behalf the liability limitations of third parties.

Pura Vida Retreats & Workations is not liable for injuries during activities of the retreat/workation, nor for loss or damage to the participant's property. It is strongly recommended to take out comprehensive travel insurance.

The participant must be adequately insured against damage they themselves or third parties may suffer as a result of their participation in the retreat/workation. The participant participates in the retreat/workation at their own risk and indemnifies Pura Vida Retreats & Workations from all liability for damage to third parties arising from their actions or omissions.

The liability of Pura Vida Retreat & Workation is limited to the amount covered and paid out by the insurer. If no payout occurs or if Pura Vida Retreats & Workations is not insured, the liability is limited to the amount paid by the participant.

This limitation of liability does not apply in case of intent or gross negligence on the part of Pura Vida Retreat & Workation, nor to the extent that liability cannot be limited by law.