



General Terms and Conditions of Pura Vida Retreats and Workations:

Pura Vida Retreats & Workations is a company specializing in organizing various retreats and workations.

In these General Terms and Conditions, "Participant" refers to a natural person who does not represent a company, or an individual or organization that does operate a business and makes use of the services of Pura Vida Retreats & Workations.

In these General Terms and Conditions, "Agreement" refers to the binding contract between Pura Vida Retreats & Workations and the Participant, whereby Pura Vida Retreats & Workations is obligated to provide services, and the Participant is obligated to pay a fee for them. The agreement is established through an offer by Pura Vida Retreats & Workations and its acceptance by the Participant.

In these General Terms and Conditions, "Services" refers to all products and services provided by Pura Vida Retreats & Workations and/or its partners to the Participant, including but not limited to the organization of retreats, as well as all other activities conducted by Pura Vida Retreats & Workations on behalf of the Participant.

In these General Terms and Conditions, "Website" refers to the online presence at www.puravidaretreat.nl.

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

These general terms and conditions also apply to additional or modified orders from the Participant. If one or more provisions of these general terms and conditions prove to be invalid, this does not affect the validity of the remaining provisions and the full agreement. In such a case, the parties will make an effort to replace the invalid provision with a new valid provision that aligns as closely as possible with the intent of the original general terms and conditions.

In the event of force majeure or unforeseen circumstances, Pura Vida Retreats & Workations reserves the right to offer an alternative location comparable to the one announced on the website or social media.



Registration and Confirmation

Registration for retreats and workations preferably takes place via the website. Participants can also contact us via phone, social media, or email for more information and to register for retreats/workations.

Once the Participant has completed and finalized the payment (online), they will receive a confirmation email. At that moment, the agreement is concluded. If Pura Vida Retreats & Workations sends a confirmation to the Participant, this will be decisive for the content and interpretation of the agreement.

Pura Vida Retreats & Workations commits to delivering services properly, with due care, and according to the agreed-upon terms. The goal is to meet the Participant's expectations as much as possible, but no guarantees are given regarding specific results or outcomes.

If necessary, Pura Vida Retreats & Workations may subcontract certain tasks to third parties in accordance with the terms of the agreement and with the required diligence.

If it is necessary to modify or supplement the agreement for proper execution, Pura Vida Retreats & Workations will inform the Participant immediately and in writing.

Failure to execute the modified agreement immediately does not constitute a breach of contract by Pura Vida Retreats & Workations and does not give the Participant the right to terminate or cancel the agreement.

Changes to the original agreement only take effect once both parties have accepted them via a supplementary or modified agreement. These changes are documented in writing (via email or WhatsApp).

Booking and Cancellation Policy

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

After registration, you must make a deposit of 50% of the total retreat/workation cost 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 legitimate reasons, such as insufficient participants, illness of the instructor, or force majeure. In the event of cancellation by Pura Vida Retreats & Workations, you are entitled to a refund of the deposit or the full amount if it has already been paid in full.



Pura Vida Retreats & Workations is a sole proprietorship that values humanity and respect in every communication. However, the company is sensitive to cancellations.

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

If the Participant cancels within four weeks before the start date, they are liable for the full cost of the retreat/workation.

Insurance

The Participant is required to obtain adequate insurance that covers health, accidents, and travel conditions. It is highly recommended to also purchase cancellation insurance, especially for activities abroad. Any costs arising from failure to meet these obligations are entirely the responsibility of the Participant.

Rights and Obligations During the Retreat/Workation

Registration for the program during the retreat is voluntary. Non-participation does not entitle the Participant to a partial refund of the paid amount.

Participants are required to immediately inform the guide, instructor, or host of any physical complaints.

The use of drugs and excessive alcohol consumption is not permitted throughout the retreat. Smoking is also not allowed within the locations provided by Pura Vida Retreats & Workations.

Pura Vida Retreats & Workations expects respectful behavior from all Participants towards each other.

Liability

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

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



Pura Vida Retreats & Workations is not liable for any physical or psychological damage suffered by the Participant during the retreat/workation activities, nor for loss or damage to the Participant's property. It is strongly recommended to obtain comprehensive travel insurance.

The Participant must be adequately insured for any damage they or third parties may incur as a result of participating in the retreat/workation. The Participant participates in the retreat/workation at their own risk and indemnifies Pura Vida Retreats & Workations from any liability for damage to third parties resulting from their actions or omissions.

The liability of Pura Vida Retreats & Workations is limited to the amount covered and paid by its insurer. If no payment is made or if Pura Vida Retreats & Workations is uninsured, liability is limited to the amount paid by the Participant.

This limitation of liability does not apply in cases of intent or gross negligence by Pura Vida Retreats & Workations, nor to the extent that liability cannot be legally limited.