



OPEN AIR PLACES

RETREATS POLICIES and GUIDELINES

For information or questions about OPEN AIR PLACES policies and guidelines, please call (715) 577-6857 during regular business hours (8 am- 5 pm, CST, Monday – Friday).

CANCELLATION POLICY

POLICY OF CANCELLATION BY GUESTS

Upon registration a **\$750 deposit** will be paid by the guest. This deposit holds your room during the retreat. Final payment is due for the retreat 120 days prior to the retreat start date.

Sometimes things happen, and plans need to change. If you need to cancel your attendance at a retreat because of a serious medical illness/crisis, we can give you a refund or switch you into another retreat that's happening later. If you're cancelling for any other reason, you will not receive a refund. This is a firm policy. Please purchase mindfully, and review the options below:

- Transfer your registration to another retreat within 365 days of the initial retreat start date
- Opt to have your deposit refunded less a \$150 cancellation fee provided that the cancellation occurs more than 120 days prior to the retreat start date. If cancellation occurs less than 120 days prior to the retreat, no refunds will be offered

In order to respect the time and effort of both the instructor and the other retreat participants, all registrants are expected to arrive on time, and fully participate in all aspects of the retreat. OPEN AIR PLACES reserves the right to deny adjustments to pricing based on a late arrival, or an early departure.

POLICY OF CANCELLATION BY OPEN AIR PLACES

OPEN AIR PLACES may choose to cancel a retreat if the minimum number of guests is not met 120 days prior to the retreat start date. Should this cancellation occur, guests will be notified in writing and given the option to transfer (outlined above) or to receive a full refund. If you are purchasing airfare as part of your transportation plan, it is recommended that you investigate travel insurance as OPEN AIR PLACES will not provide reimbursement for guest travel expenses.

PERSONAL ITEMS

Care and security of personal property is the responsibility of all guests and instructors. OPEN AIR PLACES is not responsible for damage or loss of any personal property.

ACCOMMODATIONS

OPEN AIR PLACES will be working with Meson Panza Verde Hotel & Villas B'Alam Ya to provide guest accommodation. Unless otherwise noted, all rates reflect a per person/per night rate.

- Accommodations will be assigned on a first come, first served basis. If a guest's first choice is unavailable, guests will be placed in the next available option.
- Shared rooms offer each guest their own bed.
- Guests wishing to book shared accommodations with other guests attending the same retreat or for significant others sharing lodging, please call (715) 577-6857 to make requests for pairings known. Every effort will be made to accommodate sharing guests.
- Spouses or guests may accompany retreat guests with advance notice and pending available and appropriate room assignments.
- Additional nights may be added by the guests via a phone call to OPEN AIR PLACES and may require changing of rooms.

- The Villas at Villas B'Alam Ya on Lake Atitlan are located on a hillside overlooking the lake, and have many stairs. Staff will be available to help transport luggage upon arrival and departure