

## TO ENSURE YOUR SATISFACTION, PLEASE READ OUR TERMS AND CONDITIONS:

### 1.0 PAYMENTS & CANCELLATIONS

#### 1.1 TERMS OF SERVICE

Wine Story Retreats will list what is included and not included on the trip itinerary page. Airfares, airport transfers, visas, taxes, and travel insurance are not included.

#### 1.2 RESERVATIONS

A minimum non-refundable deposit of 30% is required to secure your place at our wine retreats in Greece. You may choose to pay the full amount at the time of booking. When you sign up, you will receive an email with a link enabling you to pay the remainder of the balance at any time.

#### 1.3 PAYMENT & ACCEPTANCE OF TERMS AND CONDITIONS

Wine Story Retreats **will consider acceptance of the Terms and Conditions by any Customer who has made a part or complete payment for the service.** You are not required to sign these terms and conditions to be in acceptance of them. Please note that the signature is required for your video release waiver form. Payments can be made via PayPal, Invoice, or Direct Bank Transfer.

Final balances are due **30 days** before the retreat start date. If final payment is not received by 30 days prior to the retreat start date, Wine Story Retreats reserves the right to cancel your reservation and accept new reservations for your space. In this case, your deposit will be forfeited.

#### 1.4 CANCELLATION BY GUEST & REFUND POLICY

If you wish to cancel your retreat, you must notify [brian@winestoryretreats.com](mailto:brian@winestoryretreats.com) by email.

If you cancel **90 days or more** before the retreat start date, you will be refunded the full amount paid up to that date for your retreat. This excludes the 30% deposit per person, which is non-refundable\*.

If you cancel **between 60 – 90 days** before the retreat start date, you will be refunded 50% of any sums paid. This excludes the 30% deposit per person, which is non-refundable\*.

Cancellations **less than 60 days** before the retreat start date are non-refundable\* and will result in a forfeit of any sums paid.

\*Participants may transfer their deposit to a future retreat (within 12 months) or transfer their current booking to their friends and family if they cannot attend on a retreat day.

Due to our need to commit to accommodation and other arrangements in advance, exceptions to our policy cannot be made for any reason.

#### 1.5 CANCELLATION BY Wine Story Retreats

We will do our best to ensure all our retreats run without disruption. However, your safety is our priority. In the unlikely event that we must cancel a wine retreat due to natural disaster, illness, civil unrest, or any other unforeseen circumstance out of our hands, participants may transfer their deposit to a future retreat (within 12 months) or transfer their current booking to their friends and family.

**Wine Story Retreats is not liable for any refunds or reimbursements in the event of a canceled retreat.** Participants should submit a claim with their travel insurance company for a refund or reimbursement. Travel insurance is mandatory to protect you from any unforeseen events.

#### 1.6 CHANGES BY Wine Story Retreats, LLC

Wine Story Retreats reserves the right to make changes deemed necessary by our team before the retreat start date. If we need to change the venue, the itinerary, or any other aspect of the retreat for any unforeseen circumstance, guests may transfer their deposit to a future retreat where the trip start date is within 12 months from the start date of the current retreat.

Wine Story Retreats will not be liable for refunding or reimbursing any amount paid if you decide to cancel based on these changes. This is the responsibility of your chosen Travel Insurance company and policy.

**Please note that we require Travel Insurance** so that you can make a claim based on the changes and have your expenses reimbursed by the travel insurance that we require for exactly this reason, in addition to other medical and travel complications that may occur. You will not be entitled to claim any additional amounts or seek any compensation for any loss, expenses, or damage (either direct or consequential) or for any loss of time or inconvenience which may result from such cancellation (including but not limited to visa, passport and vaccination charges, or departure, gear purchases, airport, and airline taxes).

### **1.7 DISRUPTED TRAVEL**

It's the participant's responsibility to ensure a valid passport, good for **6 months** from after the date you intend to return home. The participant is responsible for checking whether travel on their passport requires a visa. In the event that a participant's passport or visa disrupts travel, Wine Story Retreats will not be liable for any compensation.

## **2.0 INSURANCE & DOCUMENTATION**

### **2.1 TRAVEL INSURANCE**

Travel insurance for all Wine Story Retreats trips is **mandatory**, whether you are traveling overseas or based in the country. It is vital that travel insurance covers the participant for the location and dates of retreat and includes medical coverage and natural disaster coverage. We highly recommend that you add 'Cancel for Any Reason' to your policy to receive financial compensation for any reason. For example, you'll be covered if something arises, a family emergency, a new job opportunity, or Wine Story Retreats must cancel due to weather, staff injury, staff illness, or other unforeseen reasons. Although normal trip cancellation will cover you for illness or injury or a travel companion's illness, injury, or death, it is limited to these.

### **2.2 TRAVEL DOCUMENTS AND IMMUNISATIONS**

Unless otherwise noted, each traveler is responsible for obtaining all required travel documents, including Visas and other travel documents. Please check the following site for European Entrance requirements [Re-open EU \(europa.eu\)](https://european-council.europa.eu/media/e3001c7c-326d-476a-9000-000110000000/assetPublication.do?internalId=13142&title=EUROPEAN-COUNCIL-RECOMMENDATION-ON-ENTRY-REQUIREMENTS-FOR-TRAVELLERS-TO-EUROPE). Information about travel requirements for American Citizens can be found here [Travel \(state.gov\)](https://travel.state.gov). Information regarding necessary documentation is provided per retreat on our website, or you can contact us for more detailed information regarding your retreat requirements. It is your responsibility to purchase the correct immunizations. Please contact your nearest travel clinic for the latest requirements.

## **3.0 ACKNOWLEDGEMENT**

### **3.1 ACKNOWLEDGEMENT OF RISKS - ASSUMPTION OF RESPONSIBILITY**

Although Wine Story Retreats has taken reasonable steps to ensure safety, I (the retreat participant) acknowledge that this activity has risks, including certain risks which cannot be eliminated without destroying the unique character of this activity. The same elements that contribute to the unique character of this activity can cause loss or damage to the Participant, including accidental injury, illness, or, in extreme cases, permanent trauma, disability, or death, and also can cause damage to or loss of property. The following describes some, but not all, of those risks.

Activities vary from retreat to retreat and may include but are not limited to hiking, backpacking, and climbing in a wide variety of environments, including on rock, snow, and ice; bicycling on trails and roads with a wide range of surface conditions and traffic volume; rock climbing, climbing on climbing apparatus and ropes courses, using zip-wires and rope swings; white-water rafting, river kayaking, sea-kayaking, and canoeing; swimming, snorkeling, and surfing; fishing.

Wine Story Retreats can involve travel to remote places, oftentimes many hours from medical facilities. Transportation, evacuations, and medical care can be significantly delayed; communication can be limited or unavailable. Environmental risks and hazards include rapidly moving, deep or cold water; insects, snakes, and predators, including large animals; falling and rolling rock; lightning and flash floods; and unpredictable forces of nature, including weather which may change to extreme conditions without warning. Possible injuries and illnesses include hypothermia, frostbite, high altitude illnesses, sunburn, heatstroke, dehydration, and other mild or serious conditions. Throughout the retreat, participants are responsible for their own safety.

I (the retreat participant) acknowledge and understand that Wine Story Retreats activities include risks of injury or death to participants. I understand that the description above of these risks is incomplete and that other unknown or unanticipated risks may result in property loss, injury, or death. I agree to assume responsibility for the inherent risks identified herein and those inherent risks not specifically identified. I acknowledge that participation in this activity is purely voluntary; no one is forcing participation, and participation is elected with full knowledge of the inherent risks. I (the retreat participant) assume and accept full responsibility for any injury, death, loss of personal property, and expenses suffered as a result of those inherent risks and dangers identified above, and those inherent risks and dangers not specifically identified and as a result of my negligence in participating in this activity.

## 4.0 WAIVER

### 4.1 RELEASE AND WAIVER OF LIABILITY

**DECLARATION OF HEALTH.** By accepting this Tour Participant Agreement, I (the retreat participant) represent that I have no physical conditions or medical precautions that would adversely affect my ability to participate in the program or other physical or cultural activities offered at Wine Story Retreats. I fully understand that my participation in the program or other activities could injure my health, and I voluntarily assume all risks related to such activities.

**PERSONAL RELEASE.** By agreeing to the terms outlined here and elsewhere on the Wine Story Retreats website, I hereby release and discharge my rights and claims for damages or liabilities that may occur as a result of participation in a Wine Story Retreats retreat, including but not limited to damages as a result of unexpected occurrences including those from weather, local political situations, wildlife or uncontrollable acts of God, including the risk of death. I release Wine Story Retreats including its owners, directors, employees, guides, yoga teachers, and partners, from liability for personal injury, illness, emotional damage, incurred travel expenses, or property damage I may incur as a result of participation in this retreat. For the benefit of everyone on your retreat, Wine Story Retreats reserves the right to accept or reject any participant at any time without liability. In the event it determines, in its sole and exclusive discretion, that a participant is disruptive to the harmony of the retreat, it may, without any obligation to pay a refund or any other amount whatsoever, expel such participant from the retreat. Wine Story Retreats will carry no responsibility or liability for any participant who leaves the retreat prior to its conclusion or for any activity undertaken by any participant and not included on the retreat itinerary.

### 4.2 RELEASE AND PERMISSION TO PHOTOGRAPH AND VIDEO

By agreeing to the terms outlined here and elsewhere on the Wine Story Retreats website, I grant permission for Wine Story Retreats to the rights to my image, video, or likeness. I understand that my image may be edited, copied, exhibited, published, or distributed, and I waive the right to inspect or approve the finished product wherein my likeness appears. Additionally, I waive any right to royalties or other compensation arising or related to the use of my image or recording. I also understand this material may be used in diverse commercial settings within an unrestricted geographic area. Photographic, audio, or video recordings may be used for the following purposes: commercial presentations, online music video platforms (YouTube, Vimeo, etc.), television or broadcast media distribution, and social media. By signing this release, I (the retreat participant) understand this permission signifies that photographic or video recordings of me may be electronically displayed via the Internet or in public business settings.

NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_