

Mar de Jade Cancellation Policies

Group Cancellation Policy

If the group leader cancels the retreat, participants may choose to keep their reservation at Mar de Jade as a vacation or join another retreat during the same dates. They can also use their deposit towards another reservation within 18 months of the original reservation date, without any cancellation penalties. If they decide not to come after their retreat has been canceled, the standard cancellation policy below will apply. **I DO NOT foresee having to cancel but I wanted to include this just in case there is an emergency.**

Cancellation Policy for Guests

If a guest cancels their reservation, they have two options: receiving a full credit of their deposit towards another stay or receiving a refund minus cancellation fees.

See specific details below. **It is the Group Leader's responsibility to make sure that each participant agrees to the cancellation policy. Travel insurance is highly recommended.**

REFUND: Guests will be entitled to a full refund minus a \$150 per person administrative cancellation fee with notice at least 60 days prior to the scheduled arrival date. No exceptions. With less than 59 days from arrival guests will receive a credit for their deposit.

CREDIT: Guests will have the option for using their full deposit, with no cancellation fees, towards another reservation at Mar de Jade within 18 months of the cancellation date if they cancel at least 14 days prior to arrival.

No monetary refund will be given once the option of keeping the credit has been chosen. No credit with cancellation less than two weeks prior to arrival.

Early Arrivals & Late Departures

During the Winter season, retreats are scheduled back to back with arrivals and departures on Saturdays. Groups have priority for reservations during the week of their retreat.

Group leaders or guests who wish to spend additional nights before or after their retreat will be put on a wait list. Although we will do our best to accommodate requests, being on the waitlist does not guarantee we will have space. Availability will be confirmed two months prior to arrival for group leaders and one month prior for guests. In many cases, guests will have to switch rooms for additional nights. In case we cannot accommodate everyone on the waitlist, we can offer suggestions for places to stay.