

Copal Guest Policy

Reservations

FOR ALL BOOKINGS

- All reservations will be held through a \$200 deposit made through PayPal, e-Transfer (Canada only), or Credit Card (over the phone). **The deposit is non-refundable.**
- All guests are required to give a credit card at time of check-in for any additional charges/incidentals incurred while staying. notice will always be given prior to any charges.
- An Invoice will be sent for the remaining balance and a **full payment must be made no later than 90 days prior to retreat start date.**
- The remaining balance will be charged to the credit card on file at the 90-day mark prior to your retreat start date.
- If you cancel your reservation for the retreat **90 days prior to retreat start date, we will issue a full refund not including the \$200 deposit.**
- **\$25 cancellation fee will be charged to your credit card on all individual cancellations made.**

EXTRA NIGHT BOOKINGS

- Should you decide last minute that you want to stay an extra night - payment is due in advance of your stay for the confirmed amount of nights.
- There will be no refund for cancellations made on extra night stays.
- If there is a retreat going on during your extra night's stay the option of meals, yoga, and excursions can be included and are available for an additional cost.
- Extra night stay meals are charged per day \$50 as an option.
- Yoga classes are charged per day \$25 based on 2 classes (sunrise and sunset yoga) as an option.

- Excursions will be charged \$25 per day as an option. All payments for lodging, meals, yoga, and excursions must be decided before your stay and paid in full.
- No cancellation or refund will be given on meals, lodging, yoga or excursions.

Retreat Details

- We provide (1) shuttle to and from the airport. The shuttle included is for the start day of the retreat from Terminal 3 at Cancun International airport. **Book a flight arriving after 2:00 PM the day of the retreat but no later than 6:00 PM. That is the pickup window.** Guest can wait @ the HILL BERRY restaurant in terminal 3 while remaining guest arrive.
- **Leaving the retreat**, the shuttle going back to the airport the last day of the retreat will leave after yoga and breakfast between **10:00 AM and 1:00 PM. Book a return flight leaving after 1:00 PM on the last day of the retreat.** If you are unable to make the shuttle times, we'd be happy to arrange transportation services at your own expense.
- **We do not do shuttle pick up from hotels or for those that choose to come earlier.** The cost of arriving at the retreat center will be upon the guest.
- For those choosing to stay longer guests will be responsible for their own transport to airport (we can arrange pickup/drop-off).
- For all activities **not listed** that require leaving the retreat center, transportation will not be covered by Copal. This will be the guests' responsibility. This includes trips to Playa Del Carmen, and any other excursions leaving the retreat not included in description.
- Taxis will be called by the retreat center but are the responsibility of the customer to pay for their transportation.
- The only transport covered by the retreat center will be all the tours offered by Copal and set airport time and day.

Guest Details

PROVIDE THE FOLLOBOOKING

- name
- mailing address
- phone number
- credit card info – # and CVD (3-4 digits printed on the back of the card) expiry date and name on the card. We accept VISA, MC and e-transfers.
- dates wanted
- number of occupants
- desired room(s)
- arrival date/time

PAYMENT

- Payment for stay, due 90 days prior
- Payment made after the 90 days will incur a 10% late fee
- We accept cash, Debit, VISA, Master Card and e-transfers (Canadian only) PayPal.

- Payment for extra stay - please see above
- We accept cash, Debit, e-transfer (Canadian only), PayPal, VISA, Master Card.

Arrivals/Departures

- copy of ID (passport, Drivers' Licence or other photo ID) required at check in.
- if arriving before retreat start date check in is from 5 pm - 11:00 pm (must give arrival time notice)
- Please note, we do NOT have a 24-hour front desk.
- If you do not want to arrive into an empty house – do not forget to let us know the time you are planning to check in. If your arrival times changes, please call/text at (306) 717-5873
- Check Out–will be at 11a.m.
- Baggage can be left at our office at no cost

- KEYS – a \$20 charge to your credit card for each key not returned.

Cancellation/Shorten Stay

- All reservations will be held through a \$200 deposit made through PayPal, e-Transfer (for Canadians), and Credit Card (over the phone). This deposit is non-refundable.
- Payment for all nights booked will be charged if notice is not given before the 90 days prior to retreat start date.
- If you cancel your reservation for the retreat prior to 90 days we will issue a full refund, minus the \$200 deposit. Retreat is non-refundable past the 90 days.
- \$25 cancellation fee will be charged to your credit card on all cancellations made within required notice.
- *****No refunds or adjustments after arrival. *****
- “No Shows” are still subject to full payment for all nights reserved.

General Policies

- Our rooms are smoke free– if your bedroom/suite smells like smoke your credit card will be charged \$100 for extra deep cleaning.
- Replacement cost for towels and linens stained with oils, creams, make up, wine, etc. will be added to your bill
- No open flames (no candles please)
- No visitors to the retreat unless arrangements have been made 3 weeks prior and approved. Charges will apply to the visitor and will be made between the guest and the account manager of the retreat.
- No unregistered overnight visitors.
- No guest pets.
- The retreat center is intended for a place of rest, all guests will be expected to not make noise past 10 pm. All guests must leave the middle floor by 10 p.m.

- We reserve the right to refuse service for individuals that are contentious, rude, obnoxious, and or show a general lack of respect for the house, the workers, and or the staff and will be at the discretion of the house management to determine such behaviours. Should someone be participating in such behaviour the retreat has the right to ask such individuals to leave and will not discount money.

Safety

- Water safety - all guests are at their own risk for water sports and involvement. We recommend all guests to go with one partner to do any water activities.
- Life vests are required for the use of boogie boards, kayaks, snorkelling and paddle-boards.
- We have a sign- up sheet for individuals who are going to do water activities that need to sign in and sign out with each trip.
- Alcohol is allowed to be consumed in moderation at the retreat. Individuals who abuse alcohol and are intoxicated and a danger to guests will be asked to leave the retreat.

Environment

- Guests are welcome to run their air conditioner as much as necessary while in the room. While running air conditioner all doors and windows must be shut. Should the guest leave the room with the air conditioner on there will be a **\$20-dollar charge per day. We have staff checking on the rooms throughout the day to make sure air conditioners are not running unnecessarily.**

Communication

- All groups will have a WhatsApp group with all guests, host, and instructor attending the retreat as a means of communication with each other. It is the guests' responsibility to communicate

any changes in arrival time or general questions can be directed here or of course in private.