



REVIVE

Terms and Conditions

Welcome Pura Vida Collective family! We are honored that you are interested joining us for an immersive experience in nature, community, yoga, breathwork, excursions and medicine. Please note that these rules and policies are subject to change at any time.

For logistical questions, please email susan@puravidacollective.com

If you would like additional preparation support, personal sessions with Susan are available and included as part of the retreat experience. These can help clarify intentions, address anxieties, and set the foundation for the work you will do prior to your arrival. Please connect to schedule individual sessions.

Terms for Booking a Retreat

These rules and policies are subject to change at any time.

1. To book your reservation and reserve your spot, a minimum \$1500 deposit is due upon registration, payable electronically. The remainder is due either electronically 30 days prior to retreat start date or in cash on arrival (in crisp USD).
 - a. If not paid electronically, we only accept the remaining balance in bills of crisp, like-new quality; you can usually find these bills of this quality if ordered from your home bank. To avoid circulation of forged bills in other countries, most Costa Ricans banks do not accept bills with signs of tear, extensive wear, or any markings on them, and cannot be accepted for exchange.
 - b. Please do not depend on withdrawing your remaining balance while in Costa Rica. It's very challenging to withdraw enough of it through the bank machines, because there are daily and weekly limits. Therefore, we ask you to kindly bring the remaining balance with you in US bills of good quality.
 - c. In case of a last-minute registration, while you're already in Costa Rica, for example, the full balance due is to be paid BEFORE starting your retreat.

- d. If one leaves Tierra Encantada, before their reserved stay is over, no full or partial refunds will be credited. The guest leaving is responsible for transportation back to the city.
- e. If one must cancel their reservation, we will not refund your deposit as it ensures commitment to yourself, the leaders and facilitators. If one cancels their registration within 24 hours of booking, we will refund your registration, less transaction and administrative fees (\$250). Otherwise, your deposit can be transferred to another person. In case of a no-show or cancellation within 48 hours of the retreat start date, you will be charged the full price of the retreat.
- f. If you are not able to come to the retreat, you may transfer your deposit to someone else (friend, family member, etc.) with the appropriate four weeks' notice given, at no additional cost. One can transfer their deposit to a new guest's initial deposit, or, use their deposit for a later retreat. One cannot use their deposit to pay off another guest's balance.

In light of COVID Pura Vida Collective requires retreat participants to purchase flight and travel insurance to cover all contingencies and nonrefundable deposits and expenses – see more information in section below. If flights or retreats are cancelled due to coronavirus, deposits are nonrefundable but will be transferred to personal credit to use for a future retreat with no change fees. Pura Vida Collective disclaims all liability from travel disruptions due to coronavirus, and recommends purchasing flight and travel insurance.

2. We value all guests' safety, experiences, healing processes and personal boundaries. We expect our guests do the same. The following offences are intolerable, and will result in being sent home without question and without a credit for your stay at the sole discretion of Pura Vida Collective staff:
 - a. Sexual harassment toward any of the guests or staff.
 - b. Behavior that puts your own or others' safety at risk.
 - c. Repetitive disruptive behaviors inside or outside ceremony that creates discomfort for other guests, or significantly interferes with the healing process of other guests.
 - d. The use of substances/drugs of any kind taken or consumed at Tierra Encantada.
 - e. Behavior that puts your own or others' safety at risk.
 - f. Theft of any kind – we aim to cultivate a trusting and family-style culture at Tierra Encantada, where every person and their belongings are safe and secure.
 - g. Pura Vida Collective staff reserves the right to send anyone home at any time at our discretion.
 - h. We require that all participants agree to and sign our Activity Waiver & Release in order to participate in the retreat.
 - i. We do not share personal or contact information between guests without the explicit permission of the guest.

- j. If one is deemed medically unsafe (i.e. recent prescriptions taken that are contraindicated with medicines), we reserve the right to withhold any ceremonies happening at Tierra Encantada.
 - k. We reserve the right to not accept guests at the discretion of Pura Vida Collective staff.
3. A minimum booking requirement of four retreat participants required in order to host the retreat. If the minimum of four participants is not met, we will refund your registration, less transaction and administrative fees (\$250) if paid with credit card.

Addendum – Additional Participant Terms and Conditions

The safety of our guests and staff is of utmost priority. In addition to our on-site safety protocol, below we outline additional terms the Participant must agree to during the booking process, to minimize risk and help prevent the spread and transmission of COVID-19.

In addition to our regular terms and conditions for booking a retreat with Pura Vida Collective, the following are required for participants to agree to and do for their retreat:

1. Participant agrees to purchase flight and travel insurance to cover all contingencies and nonrefundable deposits and expenses – we recommend one that covers all possible medical expenses and accommodation in case of a COVID-19 infection, the following two options meet this criteria:
 - a. [National Insurance Institute \(INS – Instituto Nacional de Seguros\)](#)
 - b. [Sagicor](#).
2. Participant understands that deposits are non-refundable. If flights or retreats are cancelled due to coronavirus, deposits are nonrefundable but will be transferred to personal credit to use for a future retreat with no change fees. Pura Vida Collective disclaims all liability from travel disruptions due to Coronavirus, and refers to participant flight and travel insurance for associated costs.
3. Participant agrees not to travel if they are experiencing any of the following symptoms prior to their departure, or immediately alert Pura Vida Collective staff if experiencing the following while traveling or after arrival in Costa Rica:
 - a. Fever
 - b. Respiratory symptoms such as sore throat, cough, or shortness of breath
 - c. Flu-like symptoms such as muscle aches, chills, or severe fatigue
 - d. Changes in sense of taste or smell
4. Pura Vida Collective recommends that persons who are considered an at-risk population for transmission of the coronavirus (over 70 years of age, immunocompromised, or pre-existing health conditions) do not book a retreat with

Pura Vida Collective until after travel risk is considered negligible by the World Health Organization.

5. Participant agrees to adhere to the following guidelines while traveling to Costa Rica:
 - a. Perform hand hygiene frequently, particularly after contact with respiratory secretions. Hand hygiene includes either cleaning hands with soap and water or with an alcohol-based hand rub. Alcohol-based hand rubs are preferred if hands are not visibly soiled; wash hands with soap and water when they are visibly soiled; It is especially important to clean hands after going to the bathroom; before eating; and after coughing, sneezing or blowing your nose.
 - b. To the extent possible, avoid touching public door handles, handrails, and other frequently touched surfaces in public places. Also avoid shaking people's hands;
 - c. Cover your nose and mouth with a flexed elbow or paper tissue when coughing or sneezing and disposing immediately of the tissue and performing hand hygiene;
 - d. Refrain from touching mouth and nose;
 - e. Avoid agglomerations and frequency of closed crowded spaces;
 - f. Maintain distance of at least 1 meter from any individual with 2019-nCoV respiratory symptoms (e.g., coughing, sneezing)
6. Participant agrees to receive a temperature check from a touchless thermometer on their retreat start date, prior to boarding the bus.
7. Participant agrees to sign a waiver stating that they are not currently exhibiting any symptoms of COVID-19 such as:
 - a. Fever
 - b. Respiratory symptoms such as sore throat, cough, or shortness of breath
 - c. Flu-like symptoms such as muscle aches, chills, or severe fatigue
 - d. Changes in sense of taste or smell
8. In the event that the Participant tests positive for COVID-19, or is experiencing a fever in excess of 100°F the morning of the retreat start date, they will not be permitted to attend the retreat. Their deposit will be fully transferable to a future retreat date, and they will be required to take another test and test negative before their next retreat. The hospital recommends those who test positive for COVID-19 wear a face mask, remain in self-isolation for a minimum of 14 days, and alert hotel staff if applicable.
9. Participant agrees to review the [CDC's guidelines on symptoms, testing, prevention, and travel as related to COVID-19](#).

We look forward to supporting you.