

# **TERMS OF SERVICE**

## **DEPOSITS, PAYMENTS, GUEST CANCELLATION POLICY**

A \$1500 non-refundable deposit is collected at the time of registration. The remainder of the balance is due 30 days prior to the first day of the livélula reboot.

The reservation deposit is applied to the total charge. The balance is due 30 days prior to the first day of the reboot. 100% of the deposit is transferable without penalty to another livélula reboot within 1 year from the start date of the original reboot for which the deposit was paid, unless the participant cancels less than 30 days prior to the reboot.

In the event that a participant cancels less than 30 days prior to the livélula reboot, a 50% cancellation fee will be applied to the remaining balance.

If a participant is not satisfied after the first 48 hours of the livélula reboot, he/she may depart at his/her own cost, providing his/her own transportation. We will refund the participant's balance paid, with the exception of the \$1500 deposit and the accumulated cost of the time of the participant's stay. If the participant chooses to leave prior to the 48-hour time frame, he/she will forfeit the entire payment.

The livélula reboot prices are charged per person and DO NOT include flights.

Due to our need to commit to accommodation and other arrangements that are personalized to the clients, exceptions to our policies cannot be made for any reason.

## **CHECK IN AND TRANSPORTATION**

Children and pets are strictly prohibited.

All participants must be at the location of the livélula reboot before 5PM on the start date. The welcome reception dinner will be held at 6PM.

On the day of check-in, livélula life provides complimentary airport shuttles for incoming participants at the airport designated for the reboot (see travel instructions under experiences page). As you prepare your travel, please be aware of the specified times of your reboot location and share your travel plans with us.

The livélula reboot is carefully planned and executed based on the participants arriving and leaving at the designated times. In an effort to respect the other participants experience as well as your own, shortened reboots are not an option.

We reserve the right to cancel or modify registrations where it appears that the customer has engaged in fraudulent or inappropriate activity or under other circumstances where it appears that the registrations contains or resulted from a mistake or error.

## **LIVÉLULA LIFE CANCELLATION POLICY**

Livélula life makes its best efforts to cater to its guest, and cancelling a livélula reboot will always be the last option. However, if livélula life must cancel a reboot or change a scheduled reboot date for any reason whatsoever, this action will be discussed in detail with each participant who registered. In addition, the participant will be entitled to transfer your full reboot payment to another reboot (either scheduled or at some future time). Alternatively, you may request a refund of your applicable payment.

Livélula life is not responsible for the expenses incurred in preparation for any cancelled reboot, such as other accommodation, airline tickets, loss of work, and/or other costs associated with preparing for the participant's trip.

Livélula life shall not be responsible for not fulfilling its contractual obligations to the extent that the failure to fulfill them is due to events outside of its control; events such as acts of nature, fire, flood, riot, civil commotion, governmental actions (excluding regulatory change), labor disputes, and any similar events. In such events, no refund shall be granted and all payments will be credited to a scheduled reboot within one (1) year of the canceled reboot. As livélula life is in business to care for and educate our participants, we are committed to making any reasonable accommodation in the event of any extenuating circumstances. Livélula life staff will be in clear and consistent communication with the participants who are scheduled for the reboot.

## **RESERVATION OF RIGHTS**

We reserve the right to change the accommodations of the livélula reboot to an equally excellent accommodation due to any emergent unforeseen circumstances. In addition, we reserve the right to adjust already planned and communicated excursions due to unforeseen circumstances.

## **TRAVEL INSURANCE**

Participants are responsible for and encouraged to acquire their own travel insurance and must have adequate insurance to cover the reboot activities. If applicable, it is important that the participant understands his/her health insurance and the coverage for international trips, such as the livélula reboot.

While all activities are carefully planned and tailored to participants who attend, it is the participant's responsibility to organize suitable travel and health insurance. Although we strongly encourage health and travel insurances, livélula life will not be held liable if the participant's failure to arrange suitable insurance coverage leaves him/her exposed medically, financially or otherwise.

## **PASSPORTS, VISAS AND OTHER NECESSARY TRAVEL DOCUMENTS**

It is the responsibility of each participant to obtain a valid passport, visa(s) and necessary certificates for any country to be visited in connection with livélula reboot.

## **LIVÉLULA LIFE WELLNESS PARTICIPATION AND LIABILITY WAIVER**

Please read and initial the following carefully. Your signature indicates that you agree to the following:

\_\_ I acknowledge that livélula reboot locations are strictly non-smoking. I will not smoke in my room, in any areas of the lanai, or in any affiliated buildings and facilities. I acknowledge that failure to follow this request will result in a \$250 cleaning fee added to my reservation at the end of my stay.

\_\_ I agree to be responsible for any loss or damage to the premises or contents therein that I intentionally or unintentionally caused. I understand that all linens and towels are the property of livélula life or the owner of the location and any loss or damage of this property will be charged to my credit card on file.

\_\_ I agree that use of all facilities is at my own risk and that livélula life will not be held liable for any damage to vehicles and/or personal injury while on the property.

\_\_ I acknowledge that livélula life promotes a healthy and active lifestyle and with this, I will have an opportunity to participate in a variety of different activities. I submit that I am voluntarily participating in all activities and I am aware of the risks associated with strenuous physical activity and will notify the livélula life team of any health complications and concerns. The activities I willingly choose to participate in may result in injury or adverse outcomes that may include and are not limited to physical or psychological injury, pain, suffering, illness, disfigurement, temporary or permanent disability (including paralysis) economic or emotional loss, and death. I understand that these injuries or outcomes are rare and may arise from my own or others negligence, conditions related to travel, or the condition of the activity location. Nonetheless, I assume all related risks, both known and unknown to me, of participation in all activities that I choose to participate in while a guest at the livélula reboot. I agree to indemnify and hold harmless livélula life against any and all claims, suits or actions of any kind whatsoever for liability, damages, compensation, or otherwise brought by me or anyone on my behalf, including attorney fees and any related costs if litigation arises pursuant to any claims made by me or by anyone else acting on my behalf.

\_\_ Your safety is our top priority. We are not a treatment center or a medical facility and it is not our intent to diagnose or formally treat any condition while you are a guest at the livélula reboot. If concerns should arise regarding any mental health and/or medical issues, our clinically trained and informed staff may initiate a medical assessment to determine if remaining in the livélula reboot program is best for your safety and other guests/staff safety as well. If it is determined that you are in need of a higher level of care, a referral will be made to best support you and you will be provided with the appropriate resources.

I acknowledge that livélula life observes HIPPA regulations and will not divulge my private health information to anyone without prior consent.

I acknowledge that the staff may teach classes and are not entering into a therapeutic relationship with me. If I choose private therapy, I will enter a therapeutic relationship with a certified therapist.

I acknowledge that I have read carefully this waiver and the terms, policies and conditions and fully understand that it is a release of liability. I expressly agree to release and discharge livélula life and all of its affiliates, managers, owners and staff.

NAME \_\_\_\_\_ DATE \_\_\_\_\_

Signature \_\_\_\_\_  
(typing your name on this line indicates an electronic signature)

Photography and videography at the livélula reboot: I understand that the livélula life staff will take group photos or individual/group action photos and/or videos during classes or other excursions. Please choose one by initialing on the line provided:

I agree to be a part of the pictures or videos shared on livélula life website or other social media venues.

I do not want to be a part of the pictures or videos shared on livélula life website or other social media venues.