

Conscious Invocations Pty Ltd T/A Whales of Lemuria:

"Terms and Policies"

Please read our Terms and Policies carefully, as they are not subject to change.

Our administrators are instructed to follow this policy and company guidelines. So to ensure our guidelines are clear, we appreciate your willingness to read and sign this document.

Cancellation Policy

- If the guest cancels between 24-72 hours after booking, and payment has been made in full, the total booking amount will be refunded.
- If the guest cancels their booking between 1 January 2025 – 30 April 2025 the cancellation fee retained will be \$500 with all other monies paid by the guest, to be refunded to the guest.
- If the guest cancels from 1 May 2025, no refunds will be given, however your payment will be held in credit until the following year. If you do not wish to attend the retreat the following year, your payment will be forfeited.
- If the guest cancels from 1 April 2025, their ticket may be transferable to another person introduced by the guest to Whales of Lemuria. If upon interview by Whales of Lemuria, this person is deemed suitable for the retreat, the original guest cancellation fee will be \$500, and the full retreat payment will be payable by the new guest.
- If the guest arrives and decides to leave the retreat early, the total price of the retreat fee and booking fee will be charged and is non refundable.
- If the guest becomes unwell with seasickness, or other illness and cannot participate in the boat trips, the total price of the retreat fee and booking fee will be charged and is non refundable.

- In case of a “no-show”, the total price of the retreat fee and booking will be charged and is non refundable.
- There is only one way in which we can acknowledge cancellation of a guest’s booking; the guest must contact Letina Russell by phone on 0418 516 869 to discuss their cancellation, then email info@whalesoflemuria.com to submit their cancellation request in writing.
- All cancellations will be confirmed via email after the booking has been received.
- All refunds made via platforms that incur payment fees, will be refunded less any payment fees and charges.
- If you attend our retreats or workshops, you will not be entitled to a refund. No refunds will be issued at the time of, during or after our retreat or workshop has taken place. Dissatisfaction with our retreats or workshops does not entitle you to an exchange or refund.
- We strongly suggest Travel Insurance that will cover all your travel expenses including the retreat, airfare and accommodation.
Here are three recommendations for you to begin – we are not affiliated with these companies in any way, and do not receive any commissions or payments of any kind in recommending them to you.

www.Fastcover.com.au

www.1Cover.com.au

www.Covermore.com.au

Reservation Policy

Your reservation is confirmed only when your payment is received in full, and the full retreat paperwork has been signed and returned to us. We may offer to hold a place on a retreat or workshop for a number of days agreed upon, or take a holding deposit of \$500, and this does not constitute a confirmed reservation.

Please return the following documents to us in order for your registration to be confirmed:

- Signed Terms and Policies document (this form);
- Signed Swimming Declaration Form;
- Signed Waiver;
- Medical Waiver confirming you are healthy and able to participate in boating activities, snorkeling and floating in the water with Whales. (this can be provided after registration, and closer to the retreat).

Preparation

Upon your confirmed registration, we will provide you with a link to join our closed and private Facebook Group, provide you with a full itinerary, and links for the online portion of our retreat or workshop. Please inform us of any special needs or requirements, including dietary requirements, so we can fully cater for these.

Alcohol Free

We strongly encourage an alcohol free event.

Refunds When Whales Of Lemuria Cancel A Retreat or Workshop

If unforeseen circumstances force us to cancel a retreat or workshop, you will be contacted immediately. You will have the option of your payment in full being refunded, or exchanged for another retreat or workshop. Your refund will be made prior to the time the event was to take place.

Retreat or Workshop Changes

Our retreats and workshops are subject to change. We reserve the right to alter our program at any time, and at all times we will endeavor to provide an equal to or better experience for our guests.

Covid - 19 Terms and Conditions

In the event of any restrictions enforced by the Government, Whales of Lemuria will be guided by the State Governments of Victoria and Queensland, and any health authorities of the regions.

Whales of Lemuria strongly advises guests not to attend our retreats if experiencing any Covid 19 symptoms. In this case, please call Letina Russell on 0418 516 869 so we can talk through your options of attending another retreat or workshop within this season, or receiving a full credit toward a retreat or workshop within the next 15 months.

Use of Retreat and Workshop Photography on Social Media

Whales of Lemuria request that any photos of our retreats or workshops that are posted on social media include a tag to both #letinarussell and #whalesoflemuria. Please consider others, and request permission before using photos containing other participants.

Retreat Guest Name: _____

Signature: _____

Date: _____