



"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.

Initial Here: _____

- If the guest cancels their booking before 31 March 2026, the cancellation fee will be \$500 with all other payment paid by the guest, to be refunded to the guest.

Initial Here: _____

- If the guest cancels from 1 April 2026, no refunds will be given whatsoever, however your payment will be held in credit to use the following year towards a retreat. Any increased retreat costs will also need to be paid for. If you do not wish to attend the retreat the following year, your payment will be forfeited altogether.

Initial Here: _____

- If the guest cancels from 1 April 2026, 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.

Initial Here: _____



- 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.

Initial Here: _____

- If the guest becomes unwell with seasickness, or other illness and cannot participate in the boat trips, the total price of the retreat fee including accommodation, boating, taxis and spiritual mentoring is non refundable.

Initial Here: _____

- In case of a “no-show”, the total price paid for the retreat fee including accommodation, boating, taxis and spiritual mentoring is non refundable.

Initial Here: _____

- 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.

Initial Here: _____

- All cancellations will be confirmed via email after the request has been received.

Initial Here: _____

- All refunds made via platforms that incur fees for international guests, will be refunded less any PayPal fees and charges. All refunds from within Australia will be made via direct deposit through internet banking.

Initial Here: _____



- 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.

Initial Here: _____

- We strongly suggest Travel Insurance that will cover all your travel expenses including the retreat, airfare and accommodation.

Initial Here: _____

Here are three recommendations for you to begin choosing your insurance. 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.ICover.com.au

www.Covermore.com.au

Initial Here: _____



Policy Regarding Whale Swimming Opportunities

- We and the Skippers of our hired boat, will do everything to ensure an unforgettable experience. Our tours work with nature, and we meet the Whales in their natural environment, always on their terms.

Initial Here: _____

- Whales can be social and choose to interact with us, and some may be unsuitable to swim with like mothers and calves, or those displaying mating behaviour, breaching, tail slapping, and pec slapping.

Initial Here: _____

- We reserve the right to decide when immersing with Whales is not appropriate, and appreciate your understanding in these cases, as our staff, Skipper and crew prioritises the safety of both our guests and the Whales.

Initial Here: _____

- Additionally, we will determine each guest's readiness for in-water participation, and may ask you to remain on the boat if your swimming capability is not as you have stated in your Swimming Declaration. Or if in water circumstances such as choppy seas, make it difficult for you to maintain your calm and steady floating position.

Initial Here: _____

If we do not have the opportunity to swim with the Whales there will be no refunds given.

Initial Here: _____



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 Retreat Conduct and Shared Space Agreement
- Signed Swimming Declaration Form;
- Signed Waiver;
- Signed Medical Waiver confirming you are healthy and able to participate in boating activities, snorkeling and floating in the water with Whales. This must be updated if your medical conditions change before our retreat.

Initial Here: _____

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.

Initial Here: _____

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.

Initial Here: _____

Conscious Invocations Pty Ltd T/A Whales of Lemuria

www.whalesoflemuria.com

P.O Box 52 Sassafras Vic 3787, Australia

info@whalesoflemuria.com | (+61) 418 516 869



Covid19 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.

Initial Here: _____

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.

Do you give permission for any images that clearly show your identity to be used on the following (✓ for Yes, and X for No) :

- ☐ Whales of Lemuria Facebook, Instagram and LinkedIn pages
- ☐ Whales of Lemuria website

Retreat Guest Name: _____

Signature:_____

Date:_____

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