

# BACHATA RETREAT

*El Valle, Samaná · Dominican Republic*

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## FLEX PASS — Terms and Conditions

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### 1. Definition

The Flex Pass is an optional cancellation credit add-on offered by Bachata Retreat to registered participants. It allows eligible participants to convert their paid booking amount into a credit applicable to the following edition of Bachata Retreat, subject to the conditions set out in these Terms and Conditions.

### 2. Purchase and Activation

- The Flex Pass must be purchased separately from the main booking, at a cost of \$100 USD.
- It is offered via email to confirmed participants after their reservation is completed.
- The Flex Pass is non-refundable under all circumstances.
- The Flex Pass is personal and non-transferable.

### 3. Cancellation Cutoff Date

To be eligible for credit under the Flex Pass, the participant must submit a cancellation request no later than 60 days before the official start date of the retreat edition for which they are registered.

Cancellation requests submitted after this date will not be eligible for credit, regardless of the reason.

### 4. Eligible Reasons for Cancellation

The Flex Pass covers cancellations resulting from the following documented circumstances:

- Medical emergency or serious illness affecting the participant or an immediate family member
- Hospitalisation requiring the presence or recovery of the participant or an immediate family member
- Death of an immediate family member (defined as spouse, partner, parent, sibling, or child)
- Significant and documented change in employment status, including redundancy or mandatory relocation, arising after the booking date
- Flight cancellation due to a documented force majeure event such as a natural disaster or airport closure, directly preventing travel to the Dominican Republic

All eligible reasons require official third-party documentation. Bachata Retreat reserves the right to assess each case individually and to request additional documentation where necessary.

### 5. Exclusions

The Flex Pass does not cover cancellations arising from:

- Personal reasons, change of plans, or travel preferences not supported by official documentation
- Cancellations submitted after the 60-day cutoff date
- Cancellations without valid official supporting documentation
- Pandemics, epidemic outbreaks, or global health emergencies declared by the World Health Organisation or equivalent international authority
- Wars, armed conflicts, civil unrest, or government-imposed international travel bans
- Events or circumstances within the reasonable control of the participant

In the case of pandemics, wars, or government travel bans affecting the retreat as a whole, Bachata Retreat will evaluate the situation independently and communicate its position to all affected participants. The Flex Pass does not create any additional obligation in these scenarios beyond Bachata Retreat's general cancellation policy.

## 6. Cancellation Process

To initiate a cancellation request, the participant must:

- Send an email to [info@thebachataretreat.com](mailto:info@thebachataretreat.com) before the cutoff date stated in Section 3
- Include a clear written explanation of the reason for cancellation
- Attach official supporting documentation (medical certificate, death certificate, employer letter, or equivalent)

All cancellation communications must be made exclusively via email to [info@thebachataretreat.com](mailto:info@thebachataretreat.com). Requests made through any other channel (WhatsApp, Instagram, phone, etc.) will not be accepted.

Bachata Retreat will review the request and respond within 7 business days of receiving complete documentation. Approval is at the sole discretion of Bachata Retreat, based on the validity of the documentation provided.

## 7. Credit Amount and Application

- Upon approval, 100% of the base ticket amount paid at the time of cancellation will be issued as a credit.
- The credit does not include extras or add-ons purchased separately (catamaran excursion, detox programme, Santo Domingo extension, or any other optional service).
- The credit is valid exclusively for the immediately following edition of Bachata Retreat.
- The credit cannot be exchanged for cash, transferred to another person, or applied to any other product or event.
- The credit can be used one time only.

## 8. Claiming the Credit for the Next Edition

To use the credit for the following edition, the participant must:

- Send an email to [info@thebachataretreat.com](mailto:info@thebachataretreat.com) once bookings for the next edition open, confirming their intention to attend
- Specify their chosen accommodation category for the new edition: Jungle Room, VIP Suite, or Individual
- Confirm attendance before the deadline communicated by Bachata Retreat for that edition

Failure to confirm by the specified deadline will result in the forfeiture of the credit. No extensions will be granted.

The accommodation category selected for the new edition is independent of the category originally booked. The participant may choose any available category.

## 9. Price Differences Between Editions

- If the price of the chosen accommodation category in the new edition is lower than the credit amount, the difference will not be refunded. It is considered absorbed as part of the Flex Pass service.
- If the price of the chosen accommodation category in the new edition is higher than the credit amount, the participant must pay the outstanding difference before their place is confirmed.

## 10. Availability

Credit holders are subject to availability for the following edition. Bachata Retreat will make reasonable efforts to accommodate credit holders, but cannot guarantee the availability of specific accommodation categories. In the event that the preferred category is not available, alternatives will be offered.

## 11. Non-Attendance Without Cancellation

If a participant with a Flex Pass does not attend the retreat and does not submit a valid cancellation request in accordance with these Terms and Conditions before the cutoff date, no credit will be issued. The standard no-refund policy of Bachata Retreat applies.

## 12. Expiry of Credit

Credits are valid solely for the immediately following edition of Bachata Retreat. If the participant does not confirm their place for that edition by the stated deadline, the credit expires automatically and no compensation or alternative will be provided.

## 13. Modifications to These Terms

Bachata Retreat reserves the right to modify these Terms and Conditions at any time. Changes will be communicated to active Flex Pass holders via email with reasonable notice. Continued use of the credit after notification implies acceptance of the updated terms.

## 14. Contact

All communications related to the Flex Pass — including cancellation requests, documentation submission, credit confirmations, and next-edition booking confirmations — must be directed exclusively to:

**[info@thebachataretreat.com](mailto:info@thebachataretreat.com)**

*Subject line recommended: FLEX PASS — [Your Full Name] — [Edition Year]*

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**By purchasing the Flex Pass, the participant confirms that they have read, understood, and agreed to these Terms and Conditions in full.**

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*Bachata Retreat · [info@thebachataretreat.com](mailto:info@thebachataretreat.com) · [www.thebachataretreat.com](http://www.thebachataretreat.com)*

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