

BOOKING POLICY

- **BOOKING CONFIRMATION** Reservations can be made on the website via the reservation form or by e-mail to hola@betterinvalencia.com After the payment, you will receive an e-mail with a booking confirmation, program and hotel address details.
- **PAYMENTS** After registration, there are 2 business days for the payment. Payment can be made via bank transfer to the account specified in the confirmation.
- **THE PACKAGE PRICE** The price always includes accommodation in the selected type of room, meals and activities specified in the program.
- **TRAVEL INSURANCE** is not included in the price .We recommend for maximum coverage, purchase a 'cancel for any reason policy' upgrade insurance which covers a high percentage of your non-refundable costs.
- **CANCELATION POLICY** Free cancellation is possible up to 14 days before departure. After this time, the advance payment may be transferred to another person or used for departure at a different date. Cancellations must be sent to: hola@betterinvalencia.com
- **COVID LOW RISK FLEXIBILITY CANCELATION** If you have to cancel last minute for any of these Covid-19 related reasons specifically, you will be refunded the payments except 50 € fee to cover admin fees and any pre-booked ground travel.
 - 1) verifiable government travel restrictions in your home country prevent your departure to Spain
 - 2) verifiable government travel restrictions in Spain prevent your arrival to Spain
 - 3) you receive a Covid-positive test result prior to departure (proof of positive result required)

hola@betterinvalencia.com

- **CHANGES IN THE PROGRAM** We reserve the right to changes in the programme (due to random situations, force majeure ,weather conditions, actions of third parties).
- **EVENT CANCELLATION** We need a minimum number of people to run the retreat. If we don't reach this quota we regret to inform you we will have to proceed with a cancellation and a full refund – unless you are flexible with your dates.
- We're not liable for events beyond all control - such as natural disasters, political upheaval, or other such unexpected circumstances - that would necessitate cancellation of the event.
- **ADDITIONAL QUESTIONS** If you have any additional questions, wishes, write or call me. I am here for you :)



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