

RETREAT CANCELLATION POLICY

Please carefully read and understand our Round11 Retreat cancellation policy before you decide to make your booking. Of course we understand that you would never book a retreat with the intention of cancelling this get-away, but in life, sometimes unexpected things can happen. That is why we advise you to please purchase travel cancellation insurance when making your reservation to avoid inconvenience. Round11 can not be held liable for any costs that occur should you need to reschedule or cancel your reservation.

DEFINITIONS

1. “cancellation”: Not attending (which includes postponing or rescheduling) your booked or reserved Round11 Retreat.
2. “Guest”: The person who booked/reserved a spot at the retreat.
3. “Round11” and/or “we”: Round11 (including, but not limited to Round11 and other organizing parties of the retreat).

TRAVEL AND CANCELLATION INSURANCE

In order for you to join the retreat, travel insurance is mandatory. Round11 can not be held liable for any costs/damage that occurs during this retreat. This includes, but is not limited to: Medical (emergencies), damaged or stolen luggage, emergencies at the home front, needing to cancel or reschedule the booking/reservation made. Please be aware that most (global coverage) insurance companies require purchase within 14 days of making your reservation. Please make sure your insurance terms and conditions include a cancellation coverage.

GUEST CANCELLATION POLICY

In case you cancel your trip, Round11 can not offer any refunds or financial compensation, nor can we re-book you to another date for any possible reason. Depending on the date of the cancellation, we might be open to let you use part of the payment as credit towards a new booking within two years of the original travel date (only in written consultation, please see detailed agreements below, we hold the final decision in this matter). Should you cancel and find someone else to fill your spot, we gladly transfer the booking to another guest, however, you stay financially responsible for the booked spot. Depending on when you cancel, cancellation penalties may apply.

Fees are determined by the following schedule:

If you cancel more than 90 days before your retreat start date, 100% of your payment may be applied to another retreat.

If you cancel 60–89 days before your retreat start date, 75% of your payment may be applied to another retreat. You will forfeit 25% of the price of your retreat.

If you cancel 15–59 days before your retreat start date, 40% of your payment may be applied to another retreat. You will forfeit 60% of the price of your retreat.

If you cancel 14 days or less before your retreat start date, you will forfeit your entire payment.

We can not make any exceptions to this policy for any occurring reason. We do not offer credit and/or refund for guests that arrive late or depart earlier. Exceptions to our policy cannot be made for any reason. We do not offer credit for a guest arriving late or leaving early.

ROUND11 CANCELLATION POLICY

In case Round11 needs to cancel the retreat for any reason, your booking may be transferred in full to another Round11 retreat. Round 11 can not be held responsible for any expenses incurred in preparation for the retreat, such as, but not limited to airline tickets, loss of work or any other costs associated with this trip.

COVID-19 CANCELLATION POLICY

Unfortunately times and travels are still insecure due to the Covid-19 Coronavirus. We want to, therefore, address this situation in this paragraph of the cancellation policy. Cancellation only happens when: there is a worldwide lockdown and/or the Balearic Islands turn into a red/non-flight zone. When the area of the retreat is code orange, the retreat can fortunately still happen, and it will.

Please be aware that in case we have to cancel due to the country turning into a red zone, we can refund 90% of the paid booking/reservation. We kindly ask you to understand this as the 10% will go towards the cost we made for the villa, chef, purchase of goods and ingredients. Both us and these subcontractors will not be able to cover these losses after the past year in lockdown. For this we apologize, but hope you can understand where we are coming from.

In case you test positive for the virus and are not allowed to travel to the retreat, this remains your own responsibility and we can not provide any refunds in such a case.