



# Terms & Conditions

## AWAKEN Retreats Terms

### Our International Policy

1. In order to reserve a spot at the retreat centre, we require a \$1000 deposit payable electronically, and the remainder of the amount payable in cash upon arrival to the meeting location on day one of the retreat. There are no exceptions as per paying the remaining balance in any other way than USD cash. The reason for that is because we have to use cash for mostly all of our operations down here, so it is very helpful when people bring the rest of the payment in cash with them. 50% of the deposit due upon booking is non-refundable, except you could transfer the deposit to someone else, at no additional cost. Just please make sure that you let us know at least four weeks before your retreat begins that you need to cancel/reschedule, otherwise, we will not be able to honor your 50% deposit, because it leaves us with very little time to find someone else who can take your spot! Thank you!
2. If one decides to leave the centre before the retreat is officially over, for whichever reason, there will be no full, nor partial refunds. The transportation back to the Airport in Mexico City will occur at the expense of the guest.
3. If one decides to cancel their retreat, there will be no refund for that. However, one can reschedule to a different date within the next 12 months at no additional cost. If one fails to notify us of the desire to change dates within those time frames, we will not be able to reschedule at no cost, because this leaves us with little time to find someone else to fill that spot. Alternatively, one can transfer their deposit to someone else (friend, family member, etc) at no additional cost, within the same time frames mentioned above, with the exception of transferring one's deposit to pay off the remaining balance of another's deposit. They can transfer their deposit to a new guest's initial deposit, or, use their deposit for a later retreat, but each guest's balance after initial deposit must be paid in cash.
4. We expect all guests to respect the healing processes of themselves and others, the medicines and traditions we work with, and the personal boundaries

of others in the group. The following offenses are intolerable, and can result in being sent home without question and without refund at the sole discretion of Pulse Adventure Tours/Ayahuasca Adventure Center staff:

- Sexual harassment toward male or female guests or staff.
- Behavior that puts your own or others' safety at risk.
- Repetitive disruptive behaviors inside or outside ceremony that creates discomfort for other guests, or significantly interferes with the healing process of other guests.
- The use of substances/drugs of any kind taken to or consumed at the Center.
- Theft of any kind – we aim to cultivate a trusting and family-style culture at the Center, where every person and their belongings are safe and secure.

5. The AWAKEN Retreats staff reserves the right to send anyone home at any time at our discretion.

7. We do not share personal or contact information between guests without the explicit permission of the guest.

8. We reserve the right to withhold any ceremonies happening at the retreat, be it with Kambo, Ayahuasca or any other medicine, if deemed medically unsafe (i.e. recent prescriptions taken that are contra-indicated with MAOIs).

9. We reserve the right to not accept guests at the discretion of our staff.

10. We only accept the remaining balance in bills of crisp, like-new quality. Mostly everything in Mexico is paid using cash, and it's very challenging to withdraw enough of it through the bank machines, because there are daily and weekly limits. Therefore, we ask you to kindly bring the remaining balance with you in US bills of good quality, with no signs of tear, extensive wear, or any markings on them. Otherwise, the bills won't be accepted anywhere in Mexico for exchange, as they are quite meticulous when it comes to the quality and appearance of bills.

11. These rules and policies are subject to change at any time.