

TERMS & CONDITIONS

The Shamanic Soul Essence Retreat

This agreement (“Agreement”) is entered into between:

- **Hailey Noa, operating under HaileyNoa.com**, hereinafter referred to as “**the Organizer**”, and
- **The individual attending the retreat**, hereinafter referred to as “**the Attendee**”.

By booking and making payment for the retreat, the Attendee agrees to these **Terms & Conditions**.

1. Retreat Details

The purpose of this Agreement is to set forth the details of **The Shamanic Soul Essence Retreat**, as described on HaileyNoa.com, taking place from Friday, September 12 2025 till Sunday, September 14, 2025 at **Grounded Roots, Maarn, Netherlands**

1.1 The retreat includes:

- a. Accommodation (shared or private rooms, or tipi options as per booking).
- b. All vegan meals (2x breakfast, 2x lunch, 2x dinner, daily snacks).
- c. Daily shamanic practices, meditations, workshops, and soul journeys.
- d. The Soul Map process – a guided integration tool for clarity and next steps.
- e. Ceremonies & nature immersions.
- f. Access to retreat facilities (e.g., sauna, cold plunge, or other amenities, if applicable).

1.2 The retreat does NOT include:

- a. Travel to and from the retreat location.
- b. Extra personal expenses (e.g., additional snacks, souvenirs, optional treatments).
- c. Travel insurance (highly recommended).

2. Payment Policy

2.1 To confirm a spot in the Retreat, the Attendee must pay a **non-refundable deposit of €350**.

2.2 The remaining balance is due by **August 1st, 2025**.

2.3 The Attendee is responsible for ensuring that payments are made on time. In case of a late payment, Attendee is in breach of the contract. The amount is immediately due. The Organizer reserves the right to immediately resell the Attendee’s spot without any involvement from the Attendee, without the Attendee being entitled to a refund of the deposit. The Attendee remains obligated to pay the outstanding amount in full unless otherwise agreed upon by both parties.

3. Cancellation & Refund Policy

3.1 Attendee Cancellation:

3.1.1 The deposit is non-refundable.

3.1.2 If the Attendee cancels:

3.1.2.1 More than 61 days before the retreat: If the full fee has been paid, the Organizer will refund the amount minus the deposit.

3.1.2.2 0-60 days before the retreat: The full fee is non-refundable. However, if the Organizer can re-sell the spot, the Attendee may receive a refund, minus the deposit, unless agreed otherwise.

3.2 Refunds will NOT be issued due to:

3.2.1 Canceled/missed flights, trains, or other travel disruptions.

3.2.2 No-show or failure to inform the Organizer of non-attendance.

3.2.3 Failure to complete payment on time, unless prior arrangements are made.

3.2.4 Sickness or other personal circumstances

3.3 Organizer Cancellation:

3.3.1 The Organizer reserves the right to cancel the retreat if:

3.3.1.1 The minimum participant requirement is not met. Timing for this cancellation is up to Organizer to decide.

3.3.1.2 External circumstances prevent the retreat from being delivered as advertised.

3.3.1.3 Force Majeure events (natural disasters, pandemics, war, government restrictions, etc.) See also article 4.

3.3.2 If the retreat is canceled by the Organizer, the Attendee will receive a full refund. However, the Organizer is not liable for travel costs, time off work, or other related expenses.

3.4 The Organizer highly recommends purchasing travel insurance to cover unexpected cancellations.

4. COVID & Force Majeure Policy

4.1 If government restrictions prevent the retreat from taking place, the Attendee may:

4.1.1 Transfer their booking to a rescheduled retreat date, OR

4.1.2 Receive a full refund if no alternative date is suitable.

4.1.3 If the retreat can proceed within government guidelines, the standard cancellation policy applies.

4.2 The Organizer is not responsible for last-minute cancellations due to:

4.2.1 The Attendee testing positive for Covid.

4.2.2 Personal travel disruptions (flight cancellations, visa issues, etc.).

4.3 Force Majeur

4.3.1 Organizer is not liable for failure to perform due to circumstances beyond their control, including but not limited to natural disasters, pandemics, war, strikes, curtailment or interruption of transportation facilities, threats or acts of terrorism,

country travel advisories, labor strike or civil disturbance, or governmental restrictions.

- 4.3.2 If the state of force majeure still exists after 90 days, both Parties are allowed to terminate the Agreement. Services that at that time have already been provided will be settled accordingly.

5. Attendee Responsibilities & Liability

- 5.1 The retreat fall under a “best effort Agreements” between Organizer and Attendee. Organizer can never be liable for Client not reaching his/her desired outcome.
- 5.2 The Attendee is responsible for their own well-being and safety during the retreat.
- 5.3 The retreat includes physical activities, meditation, deep inner work, and energy practices. The Attendee is responsible for ensuring they are medically fit to participate.
- 5.4 The Attendee must inform the Organizer of any relevant medical conditions, allergies, or special needs prior to the retreat.

6 Liability & Liability Waiver

- 6.1 The Organizer can never be held liable for any injuries, health issues, or property loss during the retreat.
- 6.2 Organizer can never be held liable and is not liable for any direct or indirect damages, including but not limited to personal injury, property damage, or loss of profit, except in cases of gross negligence or willful misconduct during the retreat.
- 6.3 If despite these Terms and Conditions, Organizer should be liable, then only direct damages is eligible for compensation. Every liability is capped to the amount of the last invoice that has been paid by Attendee.
- 6.4 The Organizer will take all reasonable measures to ensure the safety of the Attendee during the retreat. However, the Organizer cannot control every circumstance. By participating in the retreat, the Attendee accepts full responsibility for their own safety and belongings and agrees to the following:

1. Assumption of Risk & Release of Liability

I, the Attendee, acknowledge that participating in this retreat involves risks, including potential injury or even death. I accept full responsibility for any such risks and voluntarily release the Organizer, its affiliated companies, officers, employees, interns, sponsors, representatives, and Rancho Margot from any and all liability. This release applies to myself, my estate, heirs, and any legal representatives for any claims related to loss, damage, injury, illness, or death that may occur during the retreat, whether caused by negligence or otherwise.

2. Indemnification & Responsibility

I agree to indemnify and hold harmless the Organizer and any third parties from any liability for injury, death, or property damage that may result from my own negligent or intentional actions during the retreat. The Organizer is not responsible for any loss, damage, injury, or death related to my participation in the retreat, including travel, accommodations, or other related incidents.

3. Medical Treatment & Responsibility

If I require emergency medical treatment due to an accident or illness during the

retreat, I consent to receiving such treatment. I understand that I am financially responsible for any medical or legal expenses that arise from this treatment.

4. Medical Conditions & Notification

If I have any medical conditions that emergency personnel should be aware of, I will inform the Organizer in writing and verbally. However, I acknowledge that the Organizer is not legally required to act on this information or provide medical assistance of any kind.

By participating in this retreat, I confirm that I have read, understood, and agreed to the terms outlined above.

6. Disclaimer

6.1 The Organizer is not a medical professional, therapist, psychologist, practicing lawyer, or financial advisor.

6.2 The retreat is designed for personal development and spiritual exploration, not professional medical or psychological treatment.

6.3 The Organizer is not liable for the impact of any teachings, guidance, or experiences provided.

7. Intellectual Property

7.1 All retreat materials, teachings, and content remain the intellectual property of the Organizer.

7.2 The Attendee may not copy, distribute, or use retreat materials for commercial purposes.

8. Photography & Media Release

8.1 The Organizer may take photographs, videos, or recordings during the retreat for promotional purposes.

8.2 By attending, the Attendee agrees to be photographed and recorded, unless they explicitly request otherwise before the retreat.

9. Travel & Insurance

9.1 The Attendee is responsible for ensuring they have valid travel documents (passport, visa, etc.).

9.2 The Organizer is not responsible for missed flights, travel delays, or other personal expenses.

9.3 The Attendee is strongly encouraged to purchase travel insurance to cover unforeseen cancellations or emergencies.

10. Governing Law & Dispute Resolution

10.1 This Agreement shall be governed by Dutch law.

10.2 In case of disputes, both parties agree to first seek resolution through mediation.

10.3 If mediation fails, disputes will be settled in a Dutch court.

11. Agreement to Terms

By making a booking and paying the deposit, the Attendee confirms that they have read, understood, and agreed to these Terms & Conditions.