



RETREAT/IN-PERSON EVENT CANCELLATION/REFUND POLICY

At Recovery 2.0, we understand that unforeseen circumstances may arise which could prevent you from traveling or attending an in-person event or retreat. Therefore, we want to ensure a fair and transparent refund policy.

Please read the following refund policy carefully to understand and agree to our terms and conditions.

- **Refund Eligibility**

- **ANY REFUND** will be subject to a minimum 3% credit card processing fee + \$150 administration fee

- **Refund Timeline**

- **Up to 61 days prior to the event**
 - *You may request a refund* of your payment, with the aforementioned credit card processing fee and administration fee deducted
 - Alternatively, you have the option to retain the full amount paid as credit to be used for another Recovery 2.0 Event or Training within 18 months
 - **60 to 14 Days Prior to the Event**
 - *No refunds will be issued* during this period
 - However, we can retain the amount paid MINUS costs incurred by Recovery 2.0 related to the retreat center booking
 - **Within 14 Days of the Event**
 - *No Refunds will be issued* during this period
 - *No Credits* will be retained

- **Requesting Refund and Using Credits**

- To request a refund or to use your credit for another retreat, please contact our Director of Journeys at retreats@r20.com.
 - All refund requests must be submitted in writing via email.

- **Processing Time**

- Refunds will be processed within 10 business days upon approval of your request. Please allow additional time for the refunded amount to appear in your account, as it depends on your financial institution.
- **Transferring Registrations**
 - If you are unable to attend a retreat and have paid in full, you may transfer your registration to another person subject to application approval. Please initiate the transfer by written request to retreats@r20.com at least 10 days before the event start date.
- **Cancellation by Recovery 2.0**
 - In the unlikely event that Recovery 2.0 cancels a retreat, all participants will receive a full refund of the amount paid, including credit card processing and administration fees.

By participating in our destination yoga retreats, you agree to abide by this refund policy. Recovery 2.0 reserves the right to modify this policy at its discretion, with any changes communicated to participants in advance.

If you have any questions or require further assistance regarding our refund policy, please do not hesitate to reach out to our Director of Journeys at retreats@r20.com. We look forward to providing you with the experience of a lifetime!