

Booking Terms & Conditions | Participant Agreement

Welcome to Mystic Gardens Healing. We are honored to welcome you into this intentional space for healing, connection, personal growth, and feminine embodiment.

Please carefully review these Terms & Conditions before completing your registration. They establish our shared expectations and help us create a safe, respectful, and thoughtfully organized retreat experience.

By registering, submitting payment, and accepting these Terms, you acknowledge that you have read, understood, and agreed to the following provisions.

1. BOOKING & REGISTRATION

These Terms & Conditions constitute an agreement between Mystic Gardens Healing LLC (MGH) and the individual registering for the retreat (the Participant).

Participants must be at least 18 years of age.

A registration is confirmed when:

- The required booking deposit or full registration payment has been received.
- The Participant has accepted these Terms & Conditions.
- MGH has issued electronic confirmation of the reservation.

The Participant agrees to provide accurate and complete registration information.

If registering on behalf of another person, the individual completing the booking must have authorization to do so. Each Participant must independently review and accept the applicable participant agreement and liability waiver before attending.

MGH reserves the right to decline a registration when reasonably necessary for safety, capacity, eligibility, or operational considerations, subject to applicable law.

2. RETREAT INVESTMENT & PAYMENT TERMS

Booking Deposit

A \$333 booking deposit is required to reserve your place and selected accommodation.

The deposit is applied toward your total retreat registration investment and is subject to the cancellation policy outlined in Section 3.

Flexible Payment Plans

Participants may pay their remaining balance through an approved payment plan.

Payment amounts and due dates will be provided during registration or in the booking confirmation.

Participants are responsible for completing payments according to their agreed schedule.

The full retreat balance must be received by the final payment deadline stated in the booking confirmation.

Participants registering after the standard payment deadline may be required to pay the full remaining balance at registration or follow an adjusted payment schedule.

Missed Payments

If a scheduled payment is missed, MGH will contact the Participant and provide an opportunity to resolve the outstanding balance.

Failure to resolve an overdue payment may result in cancellation of the reservation.

Any cancellation and refund calculation will be governed by Section 3 and applicable law.

Payment Processing

Any applicable third-party payment processing fees will be disclosed during checkout.

Fees charged independently by financial institutions, banks, or payment providers are the responsibility of the Participant.

Any deduction of processing fees from an approved refund will be made only where permitted by applicable law and disclosed at the time of purchase.

3. CANCELLATION, REFUNDS & FUTURE RETREAT CREDIT

Mystic Gardens Healing understands that circumstances may change.

Our cancellation policy provides flexibility for Participants while honoring the financial commitments required to plan and facilitate our intimate retreat experiences.

Cancellation 90 or More Days Before Arrival

Participants who submit a written cancellation request 90 or more days before the retreat start date are eligible for:

- A refund of all payments received beyond the initial \$333 booking deposit.
- A \$333 credit toward any future Mystic Gardens Healing retreat, subject to availability.

If only the initial deposit has been paid, no cash refund will be issued, and the \$333 will be converted into future retreat credit.

Cancellation 31–89 Days Before Arrival

Participants who submit a written cancellation request between 31 and 89 days before the retreat start date are eligible for:

- A refund of 50% of payments actually received.
- The remaining 50% issued as credit toward a future Mystic Gardens Healing retreat, subject to availability.

Refunds and credits are calculated from payments actually received, not the total registration price.

Cancellation 30 Days or Fewer Before Arrival

Cancellations received 30 days or fewer before the retreat start date are non-refundable.

No refunds or future retreat credits will be issued for cancellations within this period, including cancellations resulting from personal circumstances, illness, travel disruptions, or inability to attend, except where required by applicable law.

Future Retreat Credits

Future retreat credits may be applied toward any Mystic Gardens Healing retreat, subject to availability.

Credits are applied toward the registration investment of the selected future retreat. Any remaining balance is the responsibility of the Participant.

Credits are not redeemable for cash except where required by applicable law.

Credits will be documented and communicated in writing when issued.

Cancellation Requests

All cancellation requests must be submitted in writing to:
mysticgardenshealing@gmail.com

The date the written cancellation request is received determines the applicable cancellation window.

Approved refunds will be returned to the original payment method whenever possible.

All cancellation and refund provisions are subject to applicable law.

4. CANCELLATION, POSTPONEMENT & RESCHEDULING BY MYSTIC GARDENS

Mystic Gardens Healing LLC (MGH) makes substantial financial commitments in advance to secure retreat accommodations, facilities, culinary services, facilitators, and other elements of the retreat experience.

While every effort will be made to deliver the retreat as scheduled, circumstances may occasionally require postponement, rescheduling, or cancellation.

Postponement & Rescheduling

If MGH must postpone a retreat, participants will be notified as soon as reasonably possible.

MGH will prioritize rescheduling the retreat and transferring existing registrations to the new dates.

Participants may also request to apply their registration investment toward another available Mystic Gardens Healing retreat.

If a participant cannot attend the rescheduled retreat, MGH will work with the participant to determine an appropriate resolution, including any refund required by applicable law.

Extraordinary Circumstances

Circumstances beyond MGH's reasonable control may include wildfire, natural disasters, severe weather, government restrictions, public health emergencies, venue closures, or other events that prevent the retreat from proceeding safely.

In such circumstances, MGH will make reasonable efforts to preserve existing retreat arrangements, recover payments from vendors, and offer rescheduled dates or alternative retreat experiences.

Any refund obligations will be determined in accordance with applicable law and the circumstances of the cancellation.

Non-Recoverable Expenses

Certain retreat expenses may become non-refundable once payments have been made to third-party providers.

MGH will make reasonable efforts to recover or transfer these payments if a retreat cannot proceed.

Any retention of participant payments for non-recoverable expenses will be limited to amounts permitted by applicable law.

Independently Purchased Travel

MGH is not responsible for independently purchased airfare, transportation, rental vehicles, or other incidental travel expenses, except where required by applicable law.

Participants are strongly encouraged to obtain comprehensive travel insurance. Nothing in this section limits rights or remedies that cannot lawfully be waived.

5. TRAVEL RESPONSIBILITY, LATE ARRIVALS & UNUSED SERVICES

Travel Arrangements & Timely Arrival

Participants are solely responsible for arranging their own transportation to and from the retreat property unless transportation is expressly included in their registration package.

Participants are responsible for planning their travel to arrive within the designated retreat check-in window and in time for the scheduled opening activities.

We strongly encourage participants traveling by air to allow sufficient time for flight connections, ground transportation, unexpected delays, and the drive to the retreat property.

Flight Delays & Late Arrivals

Mystic Gardens Healing LLC (MGH) is not responsible for delays or disruptions involving independently arranged travel, including:

- Delayed or canceled flights and missed connections.
- Airline scheduling changes or lost luggage.
- Traffic, road closures, or transportation difficulties.
- Personal scheduling conflicts or other circumstances preventing timely arrival.

Participants who arrive late remain responsible for the full retreat registration investment.

No refunds, partial refunds, credits, reimbursements, or financial compensation will be provided for accommodations, meals, workshops, ceremonies, or other retreat experiences missed due to a participant's late arrival or personal travel disruptions, except where required by applicable law.

MGH is not obligated to repeat missed workshops, provide private replacement instruction, reschedule programming, or otherwise compensate participants for missed curriculum.

Early Departures & Unused Services

Participants who voluntarily depart early or choose not to participate in scheduled activities are not eligible for refunds, credits, or compensation for unused portions of their retreat package. This includes missed meals, accommodations, workshops, ceremonies, and other included services.

Travel Insurance

Participants are strongly encouraged to purchase comprehensive travel insurance that includes appropriate trip interruption, travel delay, and cancellation coverage.

Any reimbursement for covered travel disruptions is subject to the terms and conditions of the participant's individual insurance policy.

Communication

If a participant anticipates arriving late, they are asked to notify MGH as soon as reasonably possible so that appropriate arrival instructions can be provided.

MGH will make reasonable efforts to welcome late-arriving participants into the remaining retreat experience without disrupting scheduled programming.

All provisions are subject to applicable law.

6. ACCOMMODATIONS & ROOM SELECTION

Registration secures the accommodation selected during checkout, subject to the terms of the booking.

Accommodations may include private, shared, or semi-private sleeping arrangements.

Participants selecting shared accommodations acknowledge that they may share the room or sleeping space with other retreat guests.

Semi-private accommodations provide a designated sleeping area within a shared space and do not guarantee complete privacy.

MGH will make reasonable efforts to honor all confirmed accommodation selections.

If an accommodation becomes unavailable due to unforeseen operational circumstances, MGH will communicate with the affected Participant and offer a comparable or upgraded accommodation whenever possible.

Any proposed downgrade will be discussed with the Participant, including an appropriate price adjustment or alternative arrangement.

Material accommodation changes will not be imposed without providing the Participant an opportunity to review the proposed arrangement.

7. RETREAT PROGRAMMING & SCHEDULE CHANGES

Our retreat agenda is thoughtfully curated to provide an immersive healing arts experience.

MGH reserves the right to make reasonable adjustments to workshop schedules, facilitators, activities, and programming when necessary due to weather, safety, illness, venue operations, or other circumstances.

We will make reasonable efforts to maintain the overall character, quality, and intention of the retreat.

If a material change substantially alters the advertised retreat experience before arrival, MGH will notify affected Participants and offer appropriate alternatives, which may include accepting the revised experience, transferring to another available retreat, or receiving a refund where required by applicable law.

Minor scheduling adjustments, substitutions of comparable activities, or changes necessary for participant safety do not automatically constitute a material change.

8. MEALS, DIETARY NEEDS & ALLERGIES

The retreat includes the meals and refreshments described in the registration package.

Participants are responsible for communicating dietary restrictions, food allergies, and relevant nutritional needs through the pre-retreat questionnaire.

MGH will make reasonable efforts to accommodate dietary needs in coordination with our culinary team.

However, not all dietary restrictions can be guaranteed, particularly in shared kitchen environments.

Participants with severe allergies or specialized dietary requirements are encouraged to contact MGH before registering to discuss available accommodations.

9. OPTIONAL PRIVATE HEALING & COACHING SESSIONS

Optional private healing, bodywork, and coaching sessions may be offered by participating practitioners.

Unless explicitly included in the selected retreat package, these sessions are not included in the standard registration price.

Additional sessions are subject to practitioner availability and may require separate payment.

Where payment is collected directly by an independent practitioner, that practitioner is responsible for communicating their session pricing, cancellation terms, and applicable professional policies. MGH does not guarantee availability of optional private sessions.

10. THE FREQUENCY — COMPLIMENTARY STUDIO ACCESS

Where included in the selected retreat package, Participants receive eight weeks of complimentary access to The Frequency, Mystic Gardens Healing's online holistic alignment studio.

Access includes the digital resources, practices, and community features available under the applicable retreat membership.

The complimentary access period and activation details will be communicated separately. Complimentary access does not automatically convert into a paid subscription.

Participants wishing to continue their membership after the complimentary period may enroll separately under the membership terms and pricing available at that time.

11. PARTICIPANT HEALTH & PERSONAL RESPONSIBILITY

Our retreats may include yoga, breathwork, meditation, hiking, swimming, somatic practices, movement, energy work, emotional processing, and other experiential healing arts modalities.

Participation in these activities is voluntary.

Participants are encouraged to honor their personal needs, physical limitations, emotional boundaries, and individual capacity throughout the retreat.

Participants may modify, pause, or decline any activity without penalty.

Participants are responsible for consulting a qualified healthcare professional when appropriate before engaging in physical or emotionally intensive practices.

Participants agree to communicate relevant health considerations, accessibility needs, or physical limitations that may affect their safe participation.

MGH and its facilitators do not provide medical diagnosis or treatment unless expressly identified as appropriately licensed professionals acting within their scope of practice.

Retreat programming is not a substitute for medical care, mental health treatment, or other licensed healthcare services.

12. WILDERNESS & PROPERTY CONDITIONS

Our retreat takes place in a natural environment.

Participants acknowledge that the property and surrounding wilderness may include uneven terrain, stairs, wildlife, insects, changing weather, limited cellular service, and other conditions associated with remote locations.

Participants agree to exercise reasonable care, follow property guidelines, and respect designated boundaries.

MGH encourages the practice of *Ahimsa*, or non-harming, toward the natural environment and the creatures that inhabit it.

Participants should bring appropriate clothing, footwear, personal supplies, and any necessary medications.

13. COMMUNITY AGREEMENT & CODE OF CONDUCT

Mystic Gardens Healing is committed to creating a respectful, inclusive, and supportive environment for all Participants.

By attending, Participants agree to:

- Treat fellow guests, facilitators, staff, and property personnel with dignity and respect.
- Respect personal boundaries and obtain consent before physical contact.
- Maintain confidentiality regarding personal experiences shared by other Participants.
- Refrain from harassment, discrimination, threatening behavior, unwanted sexual contact, or intimidation.
- Respect the retreat property, facilities, and natural environment.
- Follow reasonable safety instructions provided by retreat staff and facilitators.
- Avoid disrupting workshops, ceremonies, and shared experiences.

Discrimination or harassment based on race, ethnicity, religion, gender, sexual orientation, disability, body size, or other protected characteristics will not be tolerated.

Participants are encouraged to bring concerns to the attention of MGH staff.
MGH may address violations through discussion, mediation when appropriate, restriction from specific activities, or removal from the retreat.

Serious safety violations may result in immediate removal.
Any refund determination following removal will be made in accordance with applicable law and the circumstances involved.

14. SUBSTANCES, SMOKING & PROPERTY RULES

Participants must comply with all applicable laws and retreat property policies regarding alcohol, smoking, tobacco, cannabis, and other substances.

Smoking and vaping are prohibited in indoor retreat spaces and during group programming.
Any designated outdoor smoking areas must be approved by the venue.
Illegal substances and unlawful possession of weapons are prohibited.

Participants must not engage in behavior that places themselves or others at risk.
MGH reserves the right to intervene when substance use or related behavior compromises participant safety or the retreat environment.

15. PHONES, PHOTOGRAPHY & PERSONAL PRIVACY

We invite Participants to approach the retreat as an opportunity to disconnect from daily demands and reconnect with themselves.
Phones should be silenced and put away during workshops, ceremonies, and group practices unless otherwise directed.

Participants may use their phones during personal time in a manner that respects the privacy and experience of others.

Photographs, videos, and recordings of other Participants require their permission.
Recording personal sharing, sensitive workshops, or private healing sessions is prohibited without explicit authorization from everyone involved.

Participants agree not to publicly disclose another guest's personal retreat experiences without consent.
MGH respects the right of Participants to share their own experiences and provide truthful feedback.

16. PERSONAL BELONGINGS

Participants are responsible for their personal belongings during the retreat.
MGH is not responsible for lost, stolen, or damaged personal property except where responsibility is established under applicable law.
Participants are encouraged to keep valuables secure and bring only necessary personal items.

17. EMERGENCY MEDICAL AUTHORIZATION

In the event of an emergency, MGH staff may contact emergency services and seek appropriate medical assistance for a Participant.

If a Participant is unable to provide consent and immediate assistance is reasonably necessary, MGH may provide relevant emergency contact information and available health information to responding medical personnel.

Participants remain responsible for their own medical expenses, transportation, and related costs, except where otherwise required by applicable law.

18. LIABILITY WAIVER & ASSUMPTION OF RISK

By participating in the retreat, the Participant acknowledges that physical activities, healing arts practices, wilderness environments, and group experiences may involve inherent risks. These risks may include physical injury, emotional discomfort, illness, accidents, environmental hazards, and other unforeseen circumstances.

The Participant voluntarily assumes the inherent risks associated with their chosen participation. To the fullest extent permitted by California law, the Participant releases Mystic Gardens Healing LLC, its owners, employees, agents, and representatives from claims arising from the ordinary inherent risks of voluntary participation, including claims based on ordinary negligence where legally enforceable.

This release does not apply to gross negligence, reckless conduct, intentional misconduct, or any liability that cannot lawfully be waived. Nothing in this agreement limits rights or remedies that cannot be excluded under applicable law. Participants acknowledge that they have had the opportunity to review this agreement, ask questions, and make an informed decision regarding participation.

19. AGREEMENT & ACKNOWLEDGMENT

By completing registration, the Participant acknowledges that they:

- Have read and understood these Terms & Conditions.
- Understand the booking deposit, payment schedule, and cancellation policy.
- Understand their responsibility to arrange timely travel and that missed programming due to personal travel disruptions is not eligible for compensation, except where required by law.
- Accept responsibility for their personal participation and wellbeing.
- Agree to respect the retreat's community agreements and property guidelines.
- Understand that participation in individual practices is voluntary.
- Acknowledge the inherent risks associated with retreat activities and the natural environment.
- Agree to the liability waiver to the extent permitted by applicable law.

These Terms, together with the confirmed registration details and any separately accepted agreements, constitute the agreement between the Participant and Mystic Gardens Healing LLC regarding the retreat.

Any changes to the agreed booking terms must be communicated in writing and accepted by the affected parties where required.

Mystic Gardens Healing LLC
mysticgardenshealing@gmail.com
www.mysticgardens.love

We look forward to welcoming you into this sacred space for rest, connection, healing, and transformation.