

Terms and Conditions

Last Updated: June 11th, 2025

- **Legal Validity of the Agreement:** This agreement constitutes a legally binding contract between the "Participant" (any person who has registered for, paid for, or taken part in a retreat) and Retreateam – sole proprietor no. 301483384, operating under the brand Retreateam ("the Company").
- **Acceptance of Terms:** By checking the consent box on the registration form or making payment for participation, the Participant confirms that they have read, understood, and agreed to all the terms of this agreement and the Company's Privacy Policy.

1. Description of Services

The Company serves solely as a provider of technical and logistical services, including booking flights, hotels, transportation, registration forms, payment processing, and more. The Company is not responsible for, nor involved in, the creation, facilitation, delivery, or content of any activities, workshops, or sessions, which are the sole responsibility of the instructor/influencer.

2. Limited Liability

- 2.1. The Company shall not be liable for any direct or indirect damages, including physical, emotional, financial, or other harm, incurred by the Participant as a result of the retreat or their participation in it.
- 2.2. The Company is not responsible for delays, cancellations, changes, or failures in services provided by third parties, including airlines, hotels, drivers, local guides, or others.
- 2.3. The Company bears no responsibility for the quality of the content, participant satisfaction, personal expectations, or the overall retreat experience.
- 2.4. In any case, if the Company is found liable, such liability shall not exceed the total amount actually paid by the Participant for participation in the retreat.
- 2.5. The Company shall not be liable for any incidental, consequential, or indirect damages, loss of profits, or emotional distress of any kind.
- 2.6. The participant acknowledges that the retreat takes place in a foreign country and that unforeseen security-related incidents may occur (including but not limited to acts of terror, riots, armed conflict, or emergency situations). The Company shall not be held liable for any direct or indirect damage of any kind

resulting from such incidents, including physical, emotional, financial, or logistical harm. For the avoidance of doubt, no refunds shall be provided in such cases, unless and only to the extent that refunds are actually received from the relevant service providers.

3. Conduct

- 3.1. The Participant agrees to behave respectfully and responsibly throughout all stages of the retreat.
- 3.2. The Company reserves the right to terminate the participation of any individual who behaves in a harassing, dangerous, unlawful, or inappropriate manner, at its sole discretion and without any refund.

4. Medical Condition and Activity Readiness

- 4.1. The Participant declares that they are in good health, do not pose a risk to themselves or others, and have no medical condition that would prevent participation.
- 4.2. For retreats involving intensive physical activity (such as fitness, climbing, or yoga retreats), the Company may require a valid medical certificate from a recognized medical institution, to be provided by a specified deadline.
- 4.3. Failure to provide such certification on time, or providing false declarations, may result in denial of participation without a refund.

5. Cancellations, Changes, and Delays

5.1. Cancellation by the Participant

- a. The Participant may cancel their participation in the retreat by providing written notice only (via email to hello@retreatteam.com).
- b. The cancellation policy is subject to the Israeli Consumer Protection Law, 1981, and its regulations, including specific provisions regarding tourism, transport, accommodation, and leisure services provided at a predetermined date, as per Section 14C(d) of the Law.
- c. Each retreat package includes multiple components (such as flights, hotels, transfers, and activities), each with its own cancellation terms, which will be shared at registration or in the participation documents.
- d. In any case, cancellation by the Participant will not entitle them to a refund for any components that are non-refundable by suppliers, even if unused.

- e. Where cancellation is permitted by law and suppliers allow partial refunds, the Company will deduct a minimum cancellation fee of no less than 5% of the total transaction amount, in addition to the full cost of non-refundable components.

5.2. Cancellation by the Company or Instructor

- a. If the retreat is canceled by the Company or the instructor (including due to force majeure, operational issues, regulatory limitations, etc.), the Participant shall be entitled, at their discretion, to:
 - 1. Participate in an equivalent or alternative retreat, or;
 - 2. Receive a full refund for the components that were actually canceled and not used.
- b. Any such refund will be processed within 14 business days from the date of the cancellation notice.

5.3. Force Majeure

- a. The Company shall not be held liable for any delay, disruption, cancellation, or change due to circumstances beyond its control, including but not limited to: war, lockdown, pandemic, flight restrictions, extreme weather, strike, fire, flood, natural disaster, terrorism, government restrictions, or any other force majeure event.
- b. In such cases, the Company may offer an alternative date, modified services, or an alternative operational solution, at its sole discretion, without any obligation for a refund.

5.4. Operational Changes

- a. The Company may make changes to the schedule, flights, hotels, service providers, or activities, as needed and at its discretion, provided that an equivalent or similar service level is maintained.
- b. Such changes shall not constitute grounds for cancellation, compensation, or refund by the Participant.

5.5. Partial Cancellation / No-Show / Early Departure

The Participant acknowledges that late arrival, no-show, mid-retreat departure, or non-participation in specific activities will not entitle them to any partial or full refund.

5.6. Personal Circumstances

Cancellation due to personal circumstances (such as illness, family matters, professional constraints, or change of mind) does not entitle the Participant to a refund unless appropriate cancellation insurance was purchased and activated in accordance with the insurer's terms.

5.7. Credit Card Charges and Chargebacks

- a. The Participant agrees not to initiate a direct chargeback request with their credit card provider without first contacting the Company in writing and providing an opportunity to resolve the matter.
- b. In case of an unauthorized or unilateral chargeback, the Company reserves the right to pursue legal action to recover the amount, including interest, collection costs, and legal fees.

6. Flights and Baggage

- 6.1. The Participant is responsible for reviewing the flight and baggage details booked on their behalf and ensuring they meet their personal needs.
- 6.2. The Participant bears sole responsibility for reviewing flight details, printing tickets, complying with airline boarding requirements, and covering any excess baggage fees.
- 6.3. The Participant confirms that all personal details provided for booking purposes – including full name in English, date of birth, gender, passport number, and expiration date – are correct, accurate, and free of errors.
- 6.4. The Company shall not be liable for any delays, cancellations, fines, or other damages resulting from incorrect information, expired passports, or mismatches between the registration details and the Participant's official documents.
- 6.5. The Participant is solely responsible for checking visa requirements, residency regulations, health-related entry conditions, or any other restrictions in the destination country that may affect their ability to attend the retreat.

7. Insurance

- 7.1. The Participant is required to obtain comprehensive medical insurance and valid cancellation insurance independently (or through the Company, if offered).
- 7.2. It is hereby clarified that the Company does not provide insurance and shall not be held liable for any medical expenses, cancellation due to illness, loss of personal belongings, or any other damage incurred by the Participant.

8. Payment Policy

- 8.1. All payments are final and are not contingent upon satisfaction with the service or the experience.
- 8.2. The Company collects payments from Participants but operates solely as a technical service provider for the instructor/influencer.
- 8.3. Any issue with payment processing, incorrect refunds, or use of a stolen credit card will result in legal action.

9. Privacy

- 9.1. The Company is committed to protecting the Participant's privacy in accordance with its Privacy Policy, available on the registration page and the Company's website: <https://retreateam.com>.
- 9.2. The Participant confirms that they have read the Privacy Policy and agree to its terms.

10. Photography and Documentation

- 10.1. During the retreat, photos and videos may be taken for future promotional use by the Company or the instructor.
- 10.2. The Participant provides advance consent to such use and may request the removal of identifiable media within a reasonable time after publication, subject to feasibility.

11. Governing Law and Jurisdiction

- 11.1. This Agreement and any action arising from or related to it shall be governed exclusively by the laws of the State of Israel.
- 11.2. The exclusive jurisdiction for any dispute shall lie with the competent courts in the city of Tel Aviv.

12. Miscellaneous

- 12.1. If any provision of this Agreement is held to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.
- 12.2. This Agreement is drafted in the masculine form for convenience only and applies equally to all genders.

- 12.3. Any amendment or addition to this Agreement shall be valid only if made in writing and approved by the Company.
- 12.4. In the event of any discrepancy, contradiction, or inconsistency between this English version and the original Hebrew version of this Agreement, the Hebrew version shall be the sole authoritative and legally binding version.
- 12.5. Any verbal understandings, promises, or representations not set forth in this Agreement or in the official registration documents shall have no legal validity.

The participant hereby declares that they have read the full agreement, understood its contents, and agreed to all of its terms. Completion of registration constitutes a legally binding confirmation.