



BOOKING TERMS & CONDITIONS AGREEMENT

Last Updated October 2025

Agreement to Terms

By booking any travel, retreat, training, or related experience ("Activity" or collectively, "Activities") with Salt Sanctuary Soul, LLC ("Company"), you agree to the terms and conditions outlined in this Booking Terms & Conditions Agreement ("Agreement"). Please review these Terms carefully before proceeding with your booking. The Company recommends that you print your signed copy of these Terms for future reference.

In this Agreement "you" refers to the individual who has made the booking hereunder and any additional person who has arranged for travel or accommodations under such individual through the Company.

Booking & Payment Terms

The Company acts as a booking agent for disclosed principal supplier tour operators, cruise lines, hotels, airlines, ground transportation, owners or independent contractors providing accommodations, transportation, and other services ("Supplier(s)"). By booking travel through us, you, as the guest, will be invoiced for the total amount due. This invoice covers only the activities listed in your itinerary, including but not limited to all amounts charged by the Suppliers. You agree to pay all charges, fees, taxes, and related expenses associated with your booking. You are responsible for all charges, fees, duties, taxes arising out of your travel bookings through Salt Sanctuary Soul, LLC. By agreeing to the terms, you agree to allow the Company to use your payment method to purchase travel products from our Suppliers on your behalf. By using this system, you confirm that you accept these Terms, that you agree to comply with them and you consent to this arrangement. By agreeing to the Terms, you will have also read and agreed to the privacy policy below.

Supplier Terms & Conditions

If separate Supplier terms and conditions apply to your reservation and purchase of travel-related goods and services that you select, and you understand and agree to abide by the terms and conditions of purchase imposed by any Supplier that you have selected as a service provider on an itinerary you have approved.

All Suppliers are independent contractors and not employees or affiliates of the Company. The Company is not liable for any acts or omissions by these third-party operators.

You must agree to the terms and privacy policies of each Travel Provider (e.g., airlines, hotels, insurance providers) before confirming your booking, if outlined.

Privacy Policy

If you would like to read our complete privacy policy, you may do so at this link:

<https://www.saltsanctuariesoul.com/privacy-policy>

We collect personal information (e.g., name, contact details) to operate your trip, provide services, and send marketing communications. Your information may be shared with third parties involved in your trip, with your written consent, or when legally necessary. We may update our privacy policy without notice; changes will be posted and take effect immediately. You can update preferences or opt out of communications at any time by contacting us at hello@saltsanctuariesoul.com.



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Currency & Pricing

All prices are subject to change due to availability and currency exchange fluctuations. International transactions may reflect currency conversion fees or surcharges imposed by your financial institution. Due to the currency exchange rate, the amount quoted may be different from the amount charged to your credit card. Your statement may also reflect conversion fees from your bank and/or credit card company. The Company is not responsible for surcharges or foreign transaction fees imposed by Client's credit card or bank.

Travel Documents

You are solely responsible for securing all necessary travel documents (passport, visas, permits, etc.) for necessary for participation in any Activity during your trip. No refunds will be provided for failure to obtain proper documentation. The Company is not responsible if the country you are traveling to refuses your entry due to improper documentation. It is your sole responsibility to secure and/or pay for any and all visas, reciprocity fees, affidavits, immunizations, etc. that are required to be permitted entry into each travel destination. In some countries, entry may be subject to entry (reciprocity) fees and/or departure taxes/exit fees which will be collected at the airports upon entry/departure by local government authorities. Please note that entry to any country may be refused even if the required information and travel documents are complete.

You are urged to review advisories or warnings issued by the U.S. State Department (www.travel.state.gov) and the Centers for Disease Control and Prevention (www.cdc.gov) about risks to travelers.

You must completely review all travel, itinerary, and other documents related to a trip upon receipt of them, from the Company. Any errors, questions, or concerns should be communicated to the Company.

Travel Insurance

Travel insurance is **strongly recommended**. Certain destinations may require proof of insurance, and failure to provide this may result in cancellation without refund. Without appropriate travel insurance, you understand and agree that if you cancel or if your travel is interrupted for any reason, portions of the trip/tour may not be refunded and the Company and travel Suppliers' cancellation penalties will apply resulting in the loss of monies up to the full cost of your travel booking and related costs. You agree the Company is not liable for loss, cost, fee, or expense that you incur which would be covered under a typical policy of travel insurance (whether you have obtained coverage or not) and your sole recourse for such items is a policy of travel insurance.

The purchase of travel insurance is not required to purchase any other product or service offered by the Company, but it is strongly recommended that you take out a comprehensive travel insurance policy to cover yourself and all your participants of the trip before, during, and after the Trip. More information can be found on our website and/or on our designated insurance partners website. There are some countries that require travel insurance connected to the trip, when insurance is required, in your participation in any Activity, you agree to provide the Company with proof of full insurance coverage for each individual traveler. The Company reserves the right to cancel your reservation should it not receive proof of acceptable insurance prior to the commencement of any Activity and all sums paid by you will be forfeited. Additionally, the Company cannot be held responsible for denied entry nor shall be responsible for any costs incurred by you or any such participant of a trip before, during or after such trip as a consequence of lack of insurance and documentation being purchased by you.



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Payment & Cancellation Policies

YOU ARE RESPONSIBLE FOR PAYMENT IN CONNECTION WITH ALL TRAVEL PRODUCTS AND SERVICES PURCHASED, ARRANGED, AND/OR BOOKED BY OR FOR YOU BY THE COMPANY ACCORDING TO THE TERMS OF SUCH PURCHASE(S), ARRANGEMENT(S), AND/OR BOOKING(S).

All payments for travel are due prior to departure according to each Supplier's terms and conditions of booking. You understand that failure to make final payment or any violation of a Supplier's conditions of purchase may result in cancellation of your reservations, in your being denied access to any flights, tours, hotels, cruises, or other travel services, or in your forfeiting any monies paid for your reservations.

When a deposit is required, this deposit is a non-refundable and non-transferable fee for all Activities, in order to confirm your booking. It is your responsibility to ensure you can attend any Activity before placing your deposit or payment for the Activity. The deposit is the guarantee to reserve your space - the Company cannot book or hold the space for any guest without the guest placing a deposit.

When bookings are made within 90 days prior to the start date of an Activity, full payment will be required at the time of booking.

The Company will send a reminder email, but if the balance is not paid within ninety (90) days prior to the start of such Activity, the Company reserves the right, at its sole and absolute discretion, to cancel your Reservation.

The guest will be invoiced their selected amount through Salt Sanctuary Soul, LLC. The guest is expected to pay this amount through this billing method. A confirmation receipt will be emailed to the guest after payment has been submitted from Salt Sanctuary Soul, LLC.

If a cancellation takes place more than ninety (90) days prior to your departure date, any payments made will be refunded minus your deposit (when a deposit was required). If a cancellation for any reason, whether initiated by you or The Company, less than ninety days (90) days prior to your departure, 100% of the cost of your Activity will be Forfeited. As a result of cancellation, the Company and third-party Supplier's cancellation penalties will apply.

To cancel any Activity, you must notify the Company in writing at hello@saltsanctuariesoul.com. No other means of communication will be accepted.

To ensure the best experience possible, the Company reserves the right to make any changes deemed necessary by Company to our Activities, including but not limited to the right to change group leaders, timing, duration, and/or the venue(s) of the Activities, at any time and the Company will have no liability to you for any such changes. The Company also has the right to remove aspects of, or events from, the Activities at any time and will have no liability to you for any such changes.

Room Options

In the event you choose a shared double occupancy package and are not traveling with another person who will share the room, the Company will attempt to pair you with another like-minded individual. The Company in no way guarantees placement of a roommate. In the event the Company cannot find another person to share your double room by the 90 day mark prior to the start date of the Activity, you will then be automatically upgraded to a single



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occupancy room and you will be responsible for the difference in price package as costs are based on occupancy (ie: the number of people in the room).

Arrival & Departure

You are responsible for your own accommodations and transportation if you arrive before or depart after the designated trip dates. Delayed or canceled flights must be reported to the Company as soon as possible. In addition you are responsible for lodging, transportation, and all costs and expenses incurred due to your deviation from the itinerary and/or the schedule within the itinerary.

Airport collection times are at the agreed time between the Company and yourself, the guest. A third-party representative will collect you from the designated airport as listed in the inclusions of your trip. Should you arrive outside of the agreed times, or outside of the designated dates, you will need to arrange your own transfers to and from the location of the Activity. The Company does not offer refunds for missed transfers as we are not liable for delays.

If you arrive before the designated dates, or depart outside the designated dates, the Company is not responsible for your accommodations or transfers. If your flight is delayed or canceled, you are required to contact the Company as soon as possible. You may phone us at +1 (414) 588-6412 or email at hello@saltsanctuariesoul.com.

Any deviations, missed transfers, delays, cancellations, or changes in arrival/departure outside the designated trip dates and times will not result in any refunds, credits, or reimbursements of monies paid to the Company.

Inclusions & Optional Add-Ons

Inclusions vary from trip to trip, so please be sure to familiarize yourself with the trip inclusions, exclusions and extras on the specific trip itinerary. Optional activities outside of the group activities that you decide to sign up for or partake in are not a part of the Activities and thus Company has no liability or obligation of any kind as to optional activities. By arranging such add ons, you understand that any optional activities that are subject to the booking parties own terms and conditions and we are not liable for them in any way. Company is not responsible if you are not able to participate in one or more elements of the Activities due to any such optional activities.

Weather

The Company is not responsible for adverse weather conditions, including but not limited to delays or cancellations due to weather events, and no refunds will be issued as a result of such circumstances.

Health & Fitness

You are responsible for ensuring you are physically and medically able to participate in the Activities. You must disclose any health concerns or dietary needs before booking, you must stop participating in an Activity immediately if you experience discomfort or injury, consult your doctor regarding fitness for physical activities (e.g., yoga, hiking, etc).



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It is your responsibility to let the Company or group leader know if you have any injuries or other health conditions and to be mindful at all times of your own body's capability during any Activity. If you experience any injury or discomfort during any Activity, then please stop participating immediately.

It is also your responsibility to consult a doctor with an understanding of your level of fitness to check that you are sufficiently fit and healthy to undertake yoga classes and other physical activities that you may choose to do during any Activity.

You must advise us of any injuries, health conditions and dietary requirements before you book. If you have health conditions and dietary requirements that may be affected by any Activity, the Company reserves the right, for your own wellbeing, to require you to stop participating.

Personal Belongings

You are responsible for your personal belongings at all times. The Company is not liable for lost, damaged, destroyed or stolen items.

Conduct

The Company reserves the right to remove any participant from any trip at any time who violates the rules or creates an unsafe or disruptive environment, engages in harassment, threats, illegal activity, or offensive conduct. No refunds will be provided in such cases.

The Company reserves the right to remove anyone who disobeys any requirements, procedures, policies, or regulations of any Activity. You must not defame, abuse, harass, harm, or threaten others, make any bigoted, hateful, or racially offensive statements. You may not advocate illegal activity or discuss illegal activities with the intent to commit them or cause injury or property damage to any person. You may not post or distribute any material that infringes and/or violates any right of a third party or any law or post or distribute any vulgar, obscene, discourteous, or indecent language or images.

Without limitation of the foregoing, the Company may, in its sole and absolute discretion, remove you or any other attendee from an Activity, without explanation, either before or during an Activity, if such attendee engages in any unlawful, unauthorized, prohibited, improper, immoral, or unethical activity. You must comply with all applicable laws while on the trip or engaging in any Activity and the Company may remove you if you violate applicable laws.

Complaints

If you experience a problem during an Activity, please contact the Company immediately at hello@saltsanctuariesoul.com. Written complaints must be submitted within **14 days** after the Activity ends. Any claim you have or may have based on an issue, event, occurrence, or complaint which is not submitted to Company in writing prior to expiration of this time frame will be deemed waived and released for all purposes. This limitation does not apply to negligent, intentional, or reckless conduct of the Company or agents which results in personal injury.



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Risk Acknowledgement

You understand that participation in any Activity involves inherent risks, including injury, illness, death, or property damage. You assume all risks, including those resulting from negligent emergency response.

WAIVER & RELEASE OF LIABILITY

PLEASE READ CAREFULLY – THIS AFFECTS YOUR LEGAL RIGHTS

By participating in any Activity offered by Company, you acknowledge and agree as follows:

1. Assumption of Risk

You understand and expressly assume all risks, both known and unknown, associated with participation in the Activities, including but not limited to the risk of personal injury, illness, death, or property damage, whether arising from the ordinary negligence of the Company or otherwise.

2. Release of Liability

To the fullest extent permitted by law, you hereby voluntarily release, waive, and discharge Salt Sanctuary Soul, LLC, its members, managers, employees, agents, contractors, affiliates, successors, and assigns (collectively, the "Releasees") from any and all claims, demands, actions, causes of action, damages, losses, or liabilities, whether known or unknown, which you may have or which may accrue to you, arising out of or relating to your participation in any Activities, including claims arising from the ordinary negligence of any Releasee.

3. Scope of Release

This release is intended to be as broad and inclusive as permitted by the laws of the State of Wisconsin, State of California, and any other applicable jurisdiction.

- You specifically acknowledge and agree that this waiver and release applies to claims of ordinary negligence, but does not apply to claims arising from gross negligence, reckless, willful, or intentional misconduct, or any other conduct for which liability cannot be waived as a matter of law.**

4. California Civil Code Section 1542 Waiver

If you are a California resident or the Activities occur in California, you expressly waive the protections of Section 1542 of the California Civil Code, which states:

"A general release does not extend to claims that the creditor or releasing party does not know or suspect to exist in his or her favor at the time of executing the release and that, if known by him or her, would have materially affected his or her settlement with the debtor or released party."

5. Opportunity to Bargain

You have the option to decline this Waiver & Release. If you do not wish for this Waiver & Release to apply to you, you may pay an additional fee of \$100 to Company prior to participating in any Activities. If you choose this option and pay the additional fee, this Waiver & Release will not apply, and you will retain your legal rights to pursue claims that would otherwise be waived herein.

Indemnification



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You agree to defend, indemnify, and hold harmless Salt Sanctuary Soul, LLC and all its affiliates, owners, employees, contractors, agents, and partners (the "Releasees") from any and all losses, damages, liabilities, deficiencies, claims, actions, judgments, settlements, interests, awards, penalties, fines, costs, or expenses—including attorneys' fees and costs of enforcement—arising from:

- Your participation in any Activities;
- The participation of any other individuals listed under your booking or on the signature page of this Agreement;
- Your breach of the terms of this Agreement;
- Any third-party claims related to your conduct or participation;
- Any claims arising out of your own negligence or the ordinary negligence of the Company.

This indemnification obligation applies regardless of whether the claim arises before, during, or after your participation in the Activities. This indemnification does not apply to negligent, intentional, or reckless conduct of the Company or agents which results in personal injury.

By signing this Agreement, you acknowledge and accept responsibility not only for yourself but also on behalf of all individuals listed on the signature page or included in your booking.

Notice of Filming & Grant of License to Use Name & Likeness

You understand that during the Activities, you may be photographed, filmed, or otherwise recorded. You understand and agree that all photographs, audio recordings, and video footage taken of you during the Activities by the Company or its agents or representatives, and any works derived therefrom, will be the sole property of the Company and that the Company may, but does not have the obligation to, share such photographs, audio recordings, or video footage with you. You further grant the Company permission to use such photographs, audio recordings, and video footage for any lawful purpose, including but not limited to marketing, promotional materials, publications, social media, advertising, and other commercial uses, without compensation or further approval.

When you appear in, create, upload, post, or send any photographs, audio recordings, or video footage depicting or relating to your participation in the Activities, you grant the Company the unrestricted, worldwide, royalty-free, perpetual right and license (with the right to transfer or sublicense) to use your name, likeness, voice, and all other aspects of your persona for the purpose of operating, developing, providing, promoting, advertising, and improving the Activities or the Company in general or any other products or services provided by the Company or its sublicensees (in either case, now known or developed later). This means, among other things, that you will not be entitled to any compensation from the Company, its affiliates, or its business partners if your name, likeness, or voice is used in the Company's promotions, whether on the Company's website, social media channels, or otherwise.

You further understand that if you create, upload, post or send any photographs, audio recordings, or video footage depicting or relating to the Activities or the Company, you grant the Company and its affiliates the irrevocable, unrestricted, worldwide, perpetual, royalty-free, sublicensable, and transferable right and license to use, display, reproduce, perform, modify, transmit, publish, and distribute such photographs, audio recordings, or video footage for any purpose whatsoever in any and all media, including social media, (in either case, now known or developed later). You also agree to not exploit any photographs, audio recordings, or video footage of the Activities or the Company for any commercial purpose without the Company's prior written consent.



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Force Majeure

The Company reserves the right to cancel, modify, or postpone any Activity, or any portion thereof, (and the Company will not be considered in breach or default due to any delay) due to circumstances beyond its control, including but not limited to: the following occurrences: an act of God, strike, lockout, weather, equipment malfunction, motor vehicle accident, road and/or airport delays, unexpected closures, failures of vendors or contractors, fires, sickness, quarantine, pandemics, epidemics, diseases, and viruses that are known, unknown or novel such as coronavirus/COVID-19 (including any spread thereof), government intervention of any kind including those that affect domestic and/or international travel, border closings, border limitations, border restrictions, natural disasters, explosion, failure to timely receive appropriate permits, consents, licenses, labor disputes or any other situation posing a potential or actual threat to the safety and well-being of yourself or any other participants without any responsibility or liability to you.

In such cases, the Company shall not be held liable for any resulting losses or inconvenience. No refunds will be issued under these circumstances unless otherwise stated in this agreement.

Miscellaneous

This Agreement is the entire integrated agreement between you and the Company on the subject matter addressed herein. If any provision of this Agreement is found to be invalid, illegal, or unenforceable, the remainder shall remain valid and enforceable to the fullest extent permitted by law.

This Agreement is binding upon and will benefit both you and the Company, including its successors, heirs, and assigns. The indemnification, release, limitation of liability, and hold harmless provisions are intended to benefit the Company and its members, managers, employees, agents, and contractors in addition to the Company.

You waive the right to recover incidental, consequential, punitive, lost profits, or any speculative damages from the Company or any of its members, managers, employees, agents, and contractors for any breach or default under this Agreement or for any other matter arising under or in connection with this Agreement. This does not apply to negligent, intentional or reckless conduct by the Company or any of its agents which results in personal injury.

Governing Law & Jurisdiction

This Agreement shall be governed by the internal laws of the State of **Wisconsin**, without regard to any choice of law or conflict of law provisions.

You agree that: Any legal action or dispute related to this Agreement must be brought in either **the United States District Court for the Eastern District of Wisconsin** or the **Waukesha County Circuit Court in Wisconsin**; You consent to the exclusive jurisdiction of these courts; You agree not to commence a lawsuit or file any claim against Company or its members, managers, employees, or contractors more than **six (6) months** after the scheduled start date of the applicable Activity. In addition, the Company reserves the right, at its sole election, to require that any dispute be resolved by binding arbitration before a neutral third-party arbitrator selected by the Company in Waukesha County, Wisconsin.



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BY BOOKING ANY SERVICES, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD, AND AGREED TO THESE TERMS. YOU UNDERSTAND THAT YOU ARE VOLUNTARILY WAIVING SIGNIFICANT LEGAL RIGHTS, INCLUDING THE RIGHT TO SUE THE COMPANY AND OTHER RELEASEES.

PRINT NAME::

SIGNATURE OF TRAVELER/GUEST:

DATE:

LIST ANY TRAVELERS ON WHOSE BEHALF YOU ARE SIGNING THE FORM:
