

### **Release of liability and assumption of risk:**

I acknowledge and agree that I am participating in a class or retreat offered at Menla Mountain Retreat and being permitted to participate in all activities. I agree to assume full responsibility for any risk, injuries, or dangers, known or unknown, which I might incur as a result of participating in the program or being a guest. In further consideration of being permitted to participate in the classes, and workshops, as a guest, I knowingly, voluntarily, and expressly waive any claim against Tibet House Inc./Menla Mountain Retreat for injury or danger that I may sustain as a result of being on grounds. I, my heir or legal representative, forever release, waive and covenant not to sue Tibet House Inc./Menla Mountain Retreat for any injury or death caused by their negligence or other acts.

I have read the above release and waiver of liability and fully understand its contents. I have read the cancellation policy and fully understand its contents. I voluntarily agree to the terms and conditions stated above by checking the terms and conditions box.

### **Cancellation Policy Group Retreats:**

**Tibet House US reserves the right to cancel any program due to low registration. In the event of a cancellation of an event, a full refund will be granted.**

#### **Participant Cancellation Policy:**

If you cancel:

- Up to 2 weeks prior to the program, you will receive a 100% refund, minus a 10% processing fee (The 10% cancellation fee represents the fees we pay to our credit card processing company and the administrative fees).
- 24 hours to 2 weeks prior to the program, you will not receive a refund but instead will receive full credit, minus a 10% processing fee, which can be applied to any other Tibet House sponsored program, group retreat where we take accommodations or full registrations. This credit is good for one year.
- Within 24 hours prior to the start of the retreat, or if the participant does not show up for any reason, no refund or credit will be given.

\*Please note that there will be no refunds or course credit issued within 24 hours of the start of the retreat for arriving late, leaving early, flight cancellations or travel delays.

We understand that many times cancellations occur due to illness, family emergencies.

All monies will be refunded in full (less a 10% processing fee) if you cancel 14 or more days prior to your arrival date. If you cancel between 13 days and 1 day in advance, a nonrefundable credit (less a 10% processing fee) will be held for one year from the date of issue. No credit or refund is available if you cancel on the workshop's arrival day, if you do not show up, or if you leave an event early for any reason.

**Coronavirus Specific: Do note that this applies to 2020 bookings taking place after March 15th. Any credits or arrangements made prior to March 15th 2020 are not included in this refund policy. Full Refund up to 24 hours before the event** in the case of mandatory travel ban, flight cancellation, illness or illness of an immediate family member. All guests canceling due to the Covid-19 virus must provide Menla with a doctor's note stating that they themselves or an immediate family member has contracted illness. Those looking to cancel and receive a full refund may also submit a written notice from the Airline directly stating cancellation of flight, quarantine or travel ban from their country. If this documentation can not be provided Menla's traditional cancellation policy will be honored. If a guest chooses to cancel due to not wanting to provide the New York State/CDC mandated COVID information, Menla's traditional cancellation policy will be honored.

At Menla, all visitors will be asked the following medical screening questions and require each guest to submit either a negative covid test or vaccination record prior to arrival. Potential guests or program participants will need to answer these questions during the registration process, or via our email survey, a minimum of 48 hours prior to arrival on property. To attend the event, guests must have: negative PCR COVID test 72 hours prior to event, OR negative FDA authorized antigen test within 6 hours of the event, OR proof of completion of vaccine series at least 14 days prior to the event. Kindly submit all test results and COVID vaccine records to [covidsafety@menla.org](mailto:covidsafety@menla.org) .

We ask that guests answer these questions truthfully in order to be admitted on property:

1. Within the last 14 days have you experienced new symptoms including: fever of 100 degrees or greater, cough or shortness of breath, diarrhea, vomiting, muscle aches, or loss of taste and/or smell?
2. Have you, or someone you have been in close contact with, been confirmed to have COVID-19 within the last 14 days?
3. Has anyone you've been in close contact with exhibited any combination of the above symptoms without explanation within the last 14 days?

If you anticipate answering in the affirmative (or "yes") to any of the screening questions or can not provide a negative test result or COVID vaccination record, please do not travel to Menla at this time. We are happy to refund you in full if a doctor's note is provided. If there is no doctor's note we will follow our normal policy.

For the safety of all of our guests and staff, should any guest who answered in the affirmative to any of the three questions arrive on property unauthorized, that individual and everyone traveling in the same vehicle with that individual, will not be permitted to stay on Menla's property. Upon arrival Menla staff will be using non-contact thermometers to assess guest's

temperatures. If your temperature is 100 degrees you will be asked to leave property. We will not be able to coordinate alternate accommodations elsewhere for guests who are denied access to Menla due to answering any of these screening questions in the affirmative. Guests will be required to arrange their own lodging offsite or return home. Menla will not offer a refund of any kind if guests are asked to leave due to Covid-19 protocol.

## **Cancellation Policy Create Your Own Getaways:**

**Tibet House US reserves the right to cancel any program due to low registration. In the event of a cancellation of an event, a full refund will be granted.**

### **Participant Cancellation Policy:**

If you cancel:

- Up to 24 hours prior to the program, you will receive a 100% refund in the value of your booking, minus a 10% processing fee (The 10% cancellation fee represents the fees we pay to our credit card processing company and the administrative fees).
- Within 24 hours prior to the start of the retreat, or if the participant does not show up for any reason, no refund or credit will be given.

\*Please note that there will be no refunds issued within 24 hours of the start of the retreat for arriving late, leaving early, flight cancellations or travel delays.

We understand that many times cancellations occur due to illness, family emergencies.

All monies will be refunded in full (less a 10% processing fee) if you cancel 1 or more days prior to your arrival date. No credit or refund is available if you cancel on the workshop's arrival day, if you do not show up, or if you leave an event early for any reason (*including Create-Your-Own-Getaways*)

**Coronavirus Specific: Do note that this applies to 2020 bookings only. Any credits or arrangements made prior to 2020 are not included in this refund policy. Full Refund up to 24 hours before the event** in the case of mandatory travel ban, flight cancellation, illness or illness of an immediate family member. All guests canceling due to the Covid-19 virus must provide Menla with a doctor's note stating that they themselves or an immediate family member has contracted illness. Those looking to cancel and receive a full refund may also submit written notice from the Airline directly stating cancellation of flight, quarantine or travel ban from their country. If this documentation can not be provided Menla's traditional cancellation policy will be honored.

At Menla, all visitors will be asked the following medical screening questions. Potential guests or program participants will need to answer these questions during the registration process, or via our email survey, a minimum of 48 hours prior to arrival on property. We ask that guests answer these questions truthfully in order to be admitted on property:

4. Within the last 14 days have you experienced new symptoms including: fever of 100 degrees or greater, cough or shortness of breath, diarrhea, vomiting, muscle aches, or loss of taste and/or smell?
5. Have you, or someone you have been in close contact with, been confirmed to have COVID-19 within the last 14 days?
6. Has anyone you've been in close contact with exhibited any combination of the above symptoms without explanation within the last 14 days?

If you anticipate answering in the affirmative (or "yes") to any of the screening questions, please do not travel to Menla at this time. We are happy to refund you in full if a doctor's note is provided. If there is no doctor's note we will follow our normal policy.

For the safety of all of our guests and staff, should any guest who answered in the affirmative to any of the three questions arrive on property unauthorized, that individual and everyone traveling in the same vehicle with that individual, will not be permitted to stay on Menla's property. Upon arrival Menla staff will be using non-contact thermometers to assess guest's temperatures. If your temperature is 100 degrees you will be asked to leave property. We will not be able to coordinate alternate accommodations elsewhere for guests who are denied access to Menla due to answering any of these screening questions in the affirmative. Guests will be required to arrange their own lodging offsite or return home. Menla will not offer a refund of any kind if guests are asked to leave due to Covid-19 protocol.