

SANCTUARY-OM TULUM

Mystical Jungle Oasis

Terms and Conditions

Welcome! We are honored that you are interested in joining us for an immersive experience in nature, community, and medicine. Please note that these rules and policies are subject to change at any time. For logistical questions, please email _____

If you would like additional preparation support, personal sessions with our preparation support team are available as an add-on service. These can help clarify intentions, address anxieties, and set the foundation for the work you will do prior to your arrival.

Terms for Booking a Retreat

These rules and policies are subject to change at any time.

1. To book your reservation and reserve your spot, a 50-75% deposit is due upon registration, depending on the retreat type, payable electronically. The remainder is due in cash on arrival (in crisp USD – we appreciate your understanding as on-site operations are run entirely in cash).

1a. We only accept the remaining balance in bills of crisp, like-new quality; you can usually find these bills of this quality if ordered from your home bank. To avoid circulation of forged bills in other countries, most Mexican banks do not accept bills with signs of tear, extensive wear, or any markings on them, and cannot be accepted for exchange.

1b. Please do not depend on withdrawing your remaining balance while in Mexico. It's very challenging to withdraw enough of it through the bank machines because there are daily and weekly limits. Therefore, we ask you to kindly bring the remaining balance with you in US bills of good quality.

2. In case of a last-minute registration, while you're already in Mexico, for example, the full balance due is to be paid BEFORE starting your retreat.

3. If one leaves the Center, before their reserved stay is over, no full or partial refunds will be credited. The guest leaving is responsible for transportation back to the city.

4. If one must cancel their reservation, we will not refund your deposit, with the exception of known medical issues identified during the intake screening process, which are deemed unsafe to combine with Ancestral and Plant Medicine ceremonies. If one cancels their registration within 24 hours of booking, we will refund your registration, less transaction and administrative fees (\$250 USD). Otherwise, your deposit can be transferred to a future date or another person. If one wishes to reschedule to a different date, the guest will be allowed to transfer their deposit to another retreat in the following ways.

a. 4+ weeks' notice - 100% of deposit transferable

b. 3 - 4 weeks' notice - 80% of deposit transferable

c. 10 days - 3 weeks' notice - 60% of deposit transferable

d. 0 - 10 days' notice - 0% of deposit transferable

d.1. In case of a no-show or cancellation within 48 hours of the retreat start date, you will be charged the full price of the retreat.

d.2. If you are not able to come to the center, you may transfer your deposit to someone else (friend, family member, etc.) with the appropriate four weeks' notice given, at no additional cost.

d.3. One can transfer their deposit to a new guest's initial deposit or use their deposit for a later retreat. One cannot use their deposit to pay off another guest's balance.

d.4. If you reschedule for any retreat, within one year of your cancellation, your deposit is transferable. You can reschedule for any dates you wish in the future, but your credit will expire if you do not let us know which dates you would like within one year of cancelling.

5. We value all guests' safety, experiences, healing processes and personal boundaries. We expect our guests to do the same. The following offenses are intolerable and will result in being sent home without question and without a credit for your stay at the sole discretion of Sanctuary-Om Tulum staff:

5a. Sexual harassment toward any of the guests or staff.

5b. Behavior that puts your own or others' safety at risk.

5c. Repetitive disruptive behaviors inside or outside a ceremony that creates discomfort for other guests, or significantly interferes with the healing process of other guests.

5d. The use of substances/drugs of any kind taken or consumed at the Center.

5e. Behavior that puts your own or others' safety at risk.

5f. Theft of any kind – we aim to cultivate a trusting and family-style culture at Sanctuary-Om, where every person and their belongings are safe and secure.

6. Sanctuary-Om Tulum staff reserves the right to send anyone home at any time at our discretion.

7. We require that all participants agree to and sign our Activity Waiver & Release (click to go to that page) in order to participate in the retreat.

8. We do not share personal or contact information between guests without the explicit permission of the guest.

9. If one is deemed medically unsafe (i.e. recent prescriptions taken that are contraindicated with Ancestral and Plant Medicines), we reserve the right to withhold any ceremonies happening at the Center for that person.

10. Activity Waiver & Release NOTE: You will be required to sign a copy of the following Waiver upon arrival at the retreat. Please review in full below. Accepting the Terms & Conditions during registration indicates you have read and accepted it. (click to go to that page)

THIS ACTIVITY WAIVER & RELEASE (this "Agreement") dated: _____ (MM/DD/YY) BETWEEN: _____ (the "Participant") AND Sanctuary-Om Tulum (the "Organizer").

IN CONSIDERATION OF the covenants and agreements contained in this Agreement and other good and valuable consideration, the receipt of which is hereby acknowledged, the parties to this Agreement agree as follows:

Consideration

1. Being of lawful age and in consideration of being permitted to participate in the activity described below, having personally reviewed the benefits and potential challenges of Ancestral and Plant Medicine use, the Participant releases and forever discharges the Organizer and the Organizer's partners, heirs, executors, administrators, legal representatives and assigns from all manner of actions, causes of action, debts, accounts, bonds, contracts, claims and demands for or by reason of any injury to person or property, including injury resulting in the death of the Participant, which has been or may be sustained as a consequence of the Participant's participation in the activity described below, and notwithstanding that such damage, loss or injury may have been caused solely or partly by the negligence of the Organizer.
2. The Participant understands that the Participant would not be permitted to participate in the activity described below unless the Participant signed this Agreement.

Details of Activity

The Participant will participate in the following activity: Participation in a retreat at Sanctuary-Om in Tulum, Mexico. Participation may include all activities, food, and accommodations as part of the retreat experience while at Sanctuary-Om, including but not limited to:

- Partaking in Ancestral and Plant Medicine ceremonies
- Yoga classes, breathwork and meditation sessions
- Workshops, classes, and guest lectures
- Leisure time / facilities use and time in nature
- All meals and snacks
- Accommodations in single or double arrangements, as chosen by guest.

Code of Conduct

The Participant agrees to the following rules and stipulations during their stay at Sanctuary-Om Tulum:

The Golden Rule of "Respect"

1. Respect the medicines and the traditions we work with
2. Respect and follow indications and guidelines given by Sanctuary-Om's team
3. Respect the healing process of yourself and others in the group

4. Respect the personal boundaries of others in the group
5. Respect that everyone is undergoing their own experience, and deserves to have their own space, peace and quiet
- *** Please do not vocalize your experience or touch other people during ceremony ***
6. Respect all guests and staff *** We have a zero tolerance policy against sexual harassment ***
7. During Ancestral and Plant Medicine retreats it is highly advised not to engage in sexual activity including with yourself, somebody else or your partner. This will help you keep your experience smooth and beneficial.

Please note that disregarding any of these will result in being given a warning or being asked to leave at the discretion of a member of the facilitation team without reimbursement.

The Intolerable Offenses

1. Sexual harassment toward guests or staff, including verbal/non-verbal insinuation as well as direct physical contact
2. Behavior that puts your own or others' safety at risk including carrying travel tools such as pocket/utility knives
3. Repetitive disruptive behavior inside or outside ceremony that creates discomfort for other guests, or significantly interferes with the healing process of other guests
4. Leaving ceremony before it is over whether partaking of the brew or not
5. Bringing any form of recording equipment including a mobile phone to ceremony.
6. We have zero tolerance to the use of any substances, recreational or otherwise without the explicit consent of the Director of Retreats and/or lead facilitator, inclusive of painkillers, anti diarrhea or any other medication plant or pharmaceutical.
7. Leaving Sanctuary-Om grounds without prior arrangement (note: prior arrangement does include writing name on white board when going to the cenotes during appropriate hours, as discussed during orientation) or explicit consent from the Director of Retreats and/or lead facilitator.

The Participant agrees that by participating in any one of these intolerable offenses, they can be sent away without question and without refund at the sole discretion of Sanctuary-Om Tulum staff. The Participant would be responsible for any additional travel fees.

INITIALS REQUIRED - Fitness to Participate

1. The Participant acknowledges that the Participant has fully disclosed all known physical limitations, medical ailments, and physical or mental disabilities. If required, the Participant has/will obtain a medical examination and clearance prior to arrival. Initials: _____
2. The Participant agrees not to partake in any other psychoactive substances during their stay, except for tobacco, including but not limited to: prescription medications, recreational drugs, or

other plant medicines/psychedelics (unless given explicit consent by the medical intake team and, Director of Retreats or lead facilitator). Initials: _____

3. The Participant acknowledges that:

- They are not taking or have not taken any SSRI (selective serotonin reuptake inhibitor) containing medication for the past two weeks. Initials: _____
- They do not have any preexisting heart ailments; and any respiratory ailments (eg. asthma) have been cleared by Sanctuary-Om. Initials: _____
- They are without any preexisting mental health conditions such as Bipolar Disorder, Schizophrenia, or Psychosis. Initials: _____
- They are of the understanding that consumption of Ancestral and Plant Medicines have in the past resulted in injury or death (not at Sanctuary-Om but at other locations). Initials: _____
- They are of the understanding that there are inherent risks of being in a wilderness environment that may cause injury or death. Initials: _____
- They are accepting all risk for the consumption of Ancestral and Plant Medicines offered at Sanctuary-Om. Initials: _____
- They may feel worse (mentally, physically, emotionally) during or after as part of their process working with Ancestral and Plant Medicines. Initials: _____
- Sanctuary-Om Tulum cannot accept responsibility for theft or damage to belongings Initials: _____
- In the unlikely event of a psychotic episode or adverse reaction to Ancestral and Plant Medicines, Sanctuary-Om reserves the right to offer care and emergency protocol as is deemed fit by the facilitation team and with the support of the next of kin or the emergency contact, including but not limited to the use of antipsychotic medication, the ability to retain the guest onsite for monitoring beyond the end of their retreat, and liaising with local emergency medical and hospital facilities. Initials: _____
- Participation in the ceremonies is entirely voluntary and you are free to opt out, if you wish, before the start of the ceremony. However, you must always follow the instructions of the facilitators and healers so that your safety is not jeopardized. Initials: _____
- The Organizer reserves the right to expel any guest without prior notice, responsibility for a refund, or providing accommodation outside of the retreat center. Should a Participant decide to leave a workshop prematurely, for whatever reason, the Organizer is not responsible for the reimbursement of monies or for denouncements by the attendee. Initials: _____
- If they have provided incorrect information or obscured details, they may be endangering themselves and others and can be expelled from the retreat without question and without refund at the sole discretion of Sanctuary-Om staff. Initials: _____
- The Organizer is not responsible for the decision of any guest to stop taking medication or for changing their medication schedule and accepts no liability for any adverse effects from doing so.

The Participant acknowledges that Sanctuary-Om has advised the Participant to seek medical advice and/or supervision from their prescribing doctor before reducing, ceasing, or changing any medication. Initials: _____

Full and Final Settlement

1. The Participant hereby acknowledges and agrees that the Participant has carefully read this Agreement, that the Participant fully understands the same, and that the Participant is freely and voluntarily executing the same.
2. The Participant understands that by signing this Agreement, the Participant agrees to be forever prevented from using or otherwise claiming against the Organizer for any property loss or personal injury that the Participant may sustain while participating in or preparing for the above noted activity.
3. The Participant has been given the opportunity and has been encouraged to seek independent legal advice prior to signing this Agreement.
4. This Agreement contains the entire agreement between the parties to this Agreement and the terms of this Agreement are contractual and not a mere recital.

Governing Law

This Agreement will be construed in accordance with and governed by the laws of the State of Quintana Roo, Mexico.

IN AGREEMENT the Participant has affixed their signature underhand prior to the start of their participation at Sanctuary-Om Tulum Center:

Print Participant Name

Participant Signature

NOTE: You will be required to sign a copy of the above Waiver upon arrival at the retreat. Accepting the Terms & Conditions during registration indicates you have read and accepted the above.

We look forward to supporting you.

Love,

The Sanctuary-Om Team