

Pura Vida Studios LLC Payments, Cancellations and Refunds.

- www.puravidafilmmakers.com & www.puravidapictures.com are the official websites of Pura Vida Studios LLC.
- Payments are processed through Pura Vida Studios for all services on the afore mentioned websites.

1) Payments:

To secure your space, a minimum guaranteed deposit of \$500 USD is required at the time of booking. Payments may be made in full or in payment plans at time of booking with the deposit (outlined herein):

- FULL PAYMENT OPTION: Pay full amount one time through our secure payment services outlined on our site. \$500 Of payment is referred to as “deposit” forthwith in cancellation policy.

- PAYMENT PLAN: With a \$500 deposit at initial booking, the remaining balance can be paid in three stages as follows:

- a. 60 days prior the arrival: Minimum 40% of the grand total of the reservation.
- b. 45 days prior the arrival: Minimum 60% of the grand total of the reservation.
- c. 30 days or less prior the arrival: Remaining or full balance is due.

- GROUP RATES: We offer discounts for groups of eight (8 pax). A group deposit of \$4,000 is required at booking. Groups discounts vary based on season and availability. Group may choose to use payment plan as listed above or full payment.

2) Cancellation & Refund Policy:

Within 48 hours of booking: All bookings may be cancelled within 48 hours of booking via email or text for a ‘no questions asked’ 100% refund to original payment OR clients wishing to reschedule may choose to apply the deposit or payment as credit to use within 3 months from the original date of visit. **IF applicable, a 10% fee will be deducted to cover any bank refund fees and administrative fees. No exception.**

- a. **90 – 61 days prior arrival date:** Full Refund on any payments- minus the \$500 deposit which may be used as credit. The \$500 deposit credit can be used to book within 90 days for future getaways up to one year (365 days) from cancellation date; or otherwise forfeited.
- b. **60 – 31 days prior arrival date:** Full Refund or Credit on payments- minus the \$500 deposit. The \$500 deposit is non-refundable and can NOT be reapplied.
- c. **30 days or less prior to arrival:** \$500 Deposit credit only. No Refund on additional payments. The \$500 deposit can be used as credit- within 90 days - for future getaways up to one year (365 days) from cancellation date; or is forfeited.
- d. **No Show Policy:** No Refunds. Subject to forfeit full payments and deposit.

Add-On & Activity Payments & Cancellation:

- a. Tour / Retreat Add-On Payments are due two (2) weeks prior to start date in order to reserve bookings.
- b. All activity & add-on services must be cancelled seven (7) days or more- in advance for a full refund. NO REFUNDS for Add-On cancellations less than 7 days.

3) Force Majeure:

If for any reason beyond the 'Organizer's' or the individual guest's reasonable control, including but not limited to civil disorder; disasters; acts of war; acts of God; fires; flood or other emergency conditions; any delay in necessary and essential repairs of the accommodations; the 'Organizers' or the individual guest is unable to perform its obligations under the Agreement, such non-performance is excused and such party may terminate this agreement without further liability of any nature, upon return of "Client's" deposit.