

## BOOKING, PAYMENT AND CANCELLATION POLICIES

### 1. Reservation

To secure your place in the retreat, a **50% deposit of the total program cost** is required.

A reservation is considered confirmed only when:

- The payment has been received, and
- The medical form has been completed and approved.

Pre-reservations without payment will be held for a **maximum of 48 hours**. After this period, if payment has not been received, the space will be released.

### 2. Payments

The remaining balance must be paid in full **no later than 30 days before the retreat start date**.

Reservations made **within 30 days prior to the retreat** must be paid in full at the time of confirmation.

Installment payments are allowed, provided that the **total amount is fully paid 30 days before the retreat**.

We accept **bank transfers, cash, credit or debit cards, PayPal, and Stripe**.

All prices **include VAT (IVA)**.

### 3. Changes and Cancellations

Requests for cancellation or changes must be submitted by email to [dalila@alyra.mx](mailto:dalila@alyra.mx).

The following penalties apply depending on the date the request is received:

- **60 days or more before the retreat:** refund of the amount paid minus a **10% administrative fee**.
- **59 to 31 days before:** **50% penalty**.
- **30 to 15 days before:** **75% penalty**.
- **14 days or less before the retreat:** **100% penalty**.

### 4. Date Change

Only **one date change per reservation** is allowed.

This change is subject to the **change and cancellation penalty policies**.

### 5. Change of Participant

The reservation may be **transferred to another person**.

### 6. No Show and Early Departure

In case of **no show or early departure**, **no refunds will be issued under any circumstances**.

### **7. Medical Evaluation**

If, after the medical evaluation, a participant is **not considered a candidate for therapeutic fasting**, they may participate under a **supervised nutritional plan of approximately 1200 kcal per day**.

The **additional cost for meals is \$1,500 MXN per day (VAT included)**.

### **8. Additional Services**

Additional services such as **massages, facial treatments, or other optional services** must be paid for **during the stay**.