**Terms & Conditions**

Please take the time to read and understand our terms below before booking a trip with us. We strongly recommend that you carefully read all information relating to your trip on our website before booking to ensure that you understand the itinerary, activities, level of comfort, and physical demands of the trip you are undertaking.

 **CONTRACT**

All bookings are made with Zest Events Inc (dba Wise Wandering). By booking a trip with us in writing, by telephone, electronically (online), or in person, you are deemed to have agreed to these Booking Conditions (which constitutes the entire agreement between you and us). The services to be provided are those referred to in your booking confirmation invoice. It is also the customer's responsibility upon receipt of an invoice/ a confirmation to check that the information on it is complete and correct. Any inaccuracies must be immediately reported to Wise Wandering. The customer shall bear costs resulting from a failure to report.

**ACCEPTANCE OF BOOKING AND FINAL PAYMENTS**

If we accept your booking, we will issue a confirmation invoice. A contract will exist between us from the date we issue the confirmation invoice, Please refer to your booking confirmation invoice for details regarding deposits and final payments.

**YOUR DETAILS**

To confirm your travel arrangements, you must provide all requested details with the trip price balance. Necessary details include full name as per passport, date of birth, passport number, passport issue, expiry date, and any pre-existing medical conditions you have, which may affect your ability to complete your travel arrangements. Your booking cannot be confirmed without the provision of these details.

**Cancellation by You**

As we are committed to the property without chance of refunds after January 26th, it is important that you honor your commitment to come to the retreat.  We need a full house at 10 retreat guests to cover the costs incurred on your behalf.

For that reason, any cancellation between January 26 and February 21 will result in a loss of 50% of the trip price. Any cancellation made between February 21 and the trip departure will result in a total loss of funds.  If we are able to fill your slot, we will be happy to refund any deposits that you made.

Purchased trip cancellation insurance should cover your loss if a medical or other emergency arises that prevents you from coming.  We will do everything in our power to fill your slot if you have to cancel and refund your money, but that might not be possible.

If Costa Rica border closes due to COVID, the venue will give us the opportunity to rebook within one year.  Only some Travel insurance will cover our loss of funds in this circumstances, so please check that carefully with your insurance company.

**CANCELLATION BY US**

We reserve the right to cancel the trip if it is not meeting the trip minimum (if we do so your deposit is refunded in full). Trip cancellation insurance is always recommended whenever making travel plans. You can use our suggested [Travel Guard Insurance](https://www.travelguard.com/?cmpid=kac-001-MK-Google-Brand&mrkgadid=3200513130&mrkgcl=1151&mrkgen=gtext&mrkgbflag=1&mrkgcat=Brand_US&&acctid=21700000001697916&dskeywordid=43700051103102638&lid=43700051103102638&ds_s_kwgid=58700005603207548&device=c&network=g&matchtype=e&locationid=9028300&creative=349165517677&targetid=kwd-109853416&campaignid=796157898&adgroupid=48227796904&gclid=EAIaIQobChMI_f2e-8Xm9AIViBJMCh3vCgXIEAAYAiAAEgLA4_D_BwE&gclsrc=aw.ds)online and choose from several policy options.

Also, We may cancel a trip at any time prior to departure if, due to terrorism, natural disasters, political instability, or other external events, it is not viable for us to operate the planned itinerary. If we cancel your trip, you can transfer amounts paid to an alternate departure date or receive a full refund. In circumstances where the cancellation is due to external events outside our reasonable control, refunds will be less any unrecoverable costs. We are not responsible for any incidental expenses that you may have incurred due to your booking, including but not limited to visas, vaccinations, travel insurance excess, or non-refundable flights. Please note that different cancellation conditions may apply to some styles of trips; your booking consultant will advise if differences apply.

**PASSPORT AND VISAS**

You must carry a valid passport and have obtained all of the appropriate visas, permits, and certificates for the countries you will visit during your trip. Your passport must be valid for 6 months beyond the duration of the trip. Your responsibility is to ensure that you have the correct visas, permits, and certificates for your trip; please refer to the website for details. We are not responsible if you are refused entry to a country because you lack the correct passport, visa, or other travel documentation.

**CHANGE OF ITINERARY**

While we endeavor to operate all trips as described, we reserve the right to change the trip itinerary. Please refer to our website before departure for the most recent updates to your itinerary.

Before departure: If we make a significant change, we will inform you as soon as reasonably possible if there is time before departure. The definition of a substantial change is deemed to be a change affecting at least one day in seven of the itinerary. When a major change is made, you may choose between accepting the change, obtaining a refund of money paid on the land portion of the trip only, or accepting an alternative tour offered.

After departure: We reserve the right to change an itinerary after release due to local circumstances or events outside our control. In such emergency circumstances, the additional cost of any necessary itinerary alterations will be covered by you. Please note we are not responsible for any incidental expenses that may be incurred as a result of the change of itinerary, such as visas, vaccinations, or non-refundable flights.

**AUTHORITY ON TOUR**

A group leader runs our group trips. The group leader's decision is final on all matters likely to affect the safety or well-being of any person participating in the trip. Suppose you fail to comply with a group leader's decision or interfere with the group's well-being or mobility. In that case, the group leader may direct you to leave the trip immediately, with no right to a refund. We may also elect not to carry you on any future trips booked. You must at all times comply with the laws, customs, foreign exchange, and drug regulations of all countries visited, and you also agree to travel in accordance with our responsible travel guidelines.

**ACCEPTANCE OF RISK**

You acknowledge that the trip's nature is adventurous, and participation involves a degree of personal risk. You will be visiting places where the political, cultural, and geographical attributes present dangers and physical challenges greater than those present in our daily lives. We use information from government foreign departments and reports from our own contacts in assessing whether the itinerary should operate.

However, it is also your own responsibility to acquaint yourself with all possible relevant travel information and your itinerary nature. You acknowledge that your decision to travel is made in light of consideration of this information. You accept that you are aware of the personal risks attendant upon such travel.

**LIABILITY**

Liability is limited to twice the price of a service that is the object of a damage claim. This limitation does not apply to personal injury or to cases of gross negligence or intent. The claim must be submitted to Zest Events Inc. in writing no later than 4 weeks after the end of the trip; otherwise, it will be forfeited. All compensation claims are time-barred 1 year after the end of the trip.

**LIMITATION OF LIABILITY**

Zest Events Inc. is not liable if the non-performance or bad performance of the contract is due to:

1. A failure to act on the side of the customer
2. An unforeseeable and unavoidable omission by a third party, which is not involved in providing the contractually agreed services
3. Force majeure or an event, which Zest Events Inc dbs Wise Wandering, or a service provider could not have foreseen or avoided, notwithstanding the exercise of due care.

Zest Events, dba Wise Wandering, therefore, is not liable for changes in an itinerary caused by strikes, social unrest, weather conditions, decisions taken by the authorities, third-party delays, etc., or for changes in schedule due to flight schedule changes.

**CLAIMS & COMPLAINTS**

If you have a complaint about your trip, please inform your group leader or our local representative when they can attempt to rectify the matter. If satisfaction is not reached through these means, any further complaint should be put in writing to us within 30 days of the tour.

**SEVERABILITY**

Suppose any term or condition contained in these Booking Conditions is unenforceable or void by operation of law or as being against public policy or for any other reason. In that case, such term or condition shall be deemed to be severed from this contract or amended accordingly only to such extent necessary to allow all remaining terms and conditions to survive and continue as binding.

**PRIVACY POLICY**

Any personal information that we collect about you may be used for any purpose associated with the operation of a Trip or to send you marketing material in relation to our events and special offers. The information may be disclosed to our agents, service providers, or other suppliers to enable us to operate the trip. We will otherwise treat your details in accordance with our privacy policy

**JURISDICTION**

The relationship between customers and Zest Events Inc dba Wise Wandering is governed exclusively by USA law. Actions against Zest Events Inc may only be brought at the place of its registered office in Austin, Texas.

**REGISTERED ADDRESS**

4307 Eck Lane, #104, Austin, Texas 78734

**UPDATING OF TERMS AND CONDITIONS**

The Company reserves the right to update and/or alter these terms and conditions at any time, and it is the Client's responsibility to be familiar with them. The latest terms and conditions can always be found on the Company website https://www.wisewandering.net will supersede any previous versions.

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