

## Mother of the Redeemer Retreat Center Cancellation Policy

We recognize that unforeseen circumstances may arise that prevent you from attending a scheduled retreat. In the spirit of hospitality and stewardship, we ask for your cooperation with the following cancellation guidelines:

### 1. General Cancellations

- 30 days or more before the retreat start date:

A full refund of any payments will be issued, minus a small administrative fee (\$25).

- 15–29 days before the retreat start date:

A 50% refund will be issued. The remaining balance will be considered a donation to support the retreat ministry.

- 14 days or fewer before the retreat start date:

No refund can be given, as preparations and commitments have already been made.

However, your payment may be transferred to another retreat within 12 months, subject to availability.

### 2. No-Shows

Guests who do not attend and do not notify the center in advance will forfeit all payments.

### 3. Substitutions

If you are unable to attend, you may transfer your registration to another person at no additional cost. Please notify the retreat office at least 48 hours before the retreat begins.

### 4. Retreat Center Cancellations

If the retreat must be canceled by the center due to unforeseen circumstances (e.g., inclement weather, low enrollment, emergencies), you may choose:

- A full refund, or
- Credit toward a future retreat.

### 5. Compassionate Exceptions

We understand that emergencies happen (serious illness, death in the family, etc.). In such cases, please contact the retreat director directly. Pastoral exceptions may be made at the discretion of the center.