

# SOLTARA

## HEALING CENTER

### Terms and Conditions

Welcome! We are honored that you are interested 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 [letgo@soltara.co](mailto:letgo@soltara.co)

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. Please visit [this link](#) to view availability, pricing, and book a session with Sean Chiddy, a therapist from our team, or [this link](#) to view availability and book with therapist Sharon Slate.

### 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).
  - a. 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 Costa Ricans banks do not accept bills with signs of tear, extensive wear, or any markings on them, and cannot be accepted for exchange.
  - b. Please do not depend on withdrawing your remaining balance while in Costa Rica. 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 Costa Rica, 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 ayahuasca ceremony. If one cancels their registration

within 24 hours of booking, we will refund your registration, less transaction and administrative fees (\$250). 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 with the exception of COVID related cancellations with proof (100% deposit transferable):

- 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
    - i. 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.
    - ii. 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.
    - iii. 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.
    - iv. 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. The exception for this is retreats which were cancelled by Soltara due to COVID-19. These deposits are good for life.
    - v. **\*\*Update\*\* In light of the coronavirus outbreak, Soltara requires all retreat participants to purchase flight and travel insurance to cover all contingencies and nonrefundable deposits and expenses** – see more information in section below. If flights or retreats are cancelled due to coronavirus, deposits are nonrefundable but will be transferred to personal credit to use for a future retreat with no change fees. Soltara disclaims all liability from travel disruptions due to coronavirus, and recommends purchasing flight and travel insurance.
5. We value all guests' safety, experiences, healing processes and personal boundaries. We expect our guests do the same. The following offences are intolerable, and will result in being sent home without question and without a credit for your stay at the sole discretion of Soltara Healing Center staff:
- a. Sexual harassment toward any of the guests or staff.
  - b. Behavior that puts your own or others' safety at risk.
  - c. Repetitive disruptive behaviors inside or outside ceremony that creates discomfort for other guests, or significantly interferes with the healing process of other guests.
  - d. The use of substances/drugs of any kind taken or consumed at the Center.
  - e. Behavior that puts your own or others' safety at risk.
  - f. Theft of any kind – we aim to cultivate a trusting and family-style culture at the Center, where every person and their belongings are safe and secure.

6. Soltara Healing Center staff reserves the right to send anyone home at any time at our discretion.
7. To maintain the group container, guests agree to participate in all ceremonies throughout the retreat (whether or not they drink ayahuasca). Guests may come to ceremony and not drink the medicine, however, if a guest decides not to participate in ceremony, they will be asked to leave without refund, and agrees to pay for their own transfer.
8. We require that all participants agree to and sign our Activity Waiver & Release in order to participate in the retreat.
9. We do not share personal or contact information between guests without the explicit permission of the guest.
10. If one is deemed medically unsafe (i.e. recent prescriptions taken that are contraindicated with ayahuasca), we reserve the right to withhold any ceremonies happening at the Center.
11. We reserve the right to not accept guests at the discretion of Soltara Healing Center staff

## **Addendum – Additional Participant Terms and Conditions due to COVID-19**

**Effective as of November 1, 2020**

The safety of our guests and staff is of utmost priority. In addition to our on-site safety protocol, below we outline additional terms the Participant must agree to during the booking process, to minimize risk and help prevent the spread and transmission of COVID-19.

In addition to our [regular terms and conditions](#) for booking a retreat at Soltara, the following are required for participants to agree to and do for their retreat:

1. **Participant agrees to purchase flight and travel insurance** to cover all contingencies and nonrefundable deposits and expenses – we recommend one that covers all possible medical expenses and accommodation in case of a COVID-19 infection, the following two options meet this criteria:
  - a. [National Insurance Institute \(INS – Instituto Nacional de Seguros\)](#)
  - b. [Sagicor](#).
2. Participant understands that deposits are non-refundable, except in the case of known medical issues screened during the intake screening process, which are deemed unsafe to combine with ayahuasca ceremony. If flights or retreats are cancelled due to coronavirus, deposits are nonrefundable but will be transferred to personal credit to use for a future retreat with no change fees. Soltara disclaims all liability from travel disruptions due to Coronavirus, and refers to participant flight and travel insurance for associated costs.

3. **Participant must provide proof of a negative COVID-19 test taken within 36 hours of retreat start.** The test must be a viral test, which could be either an antigen test or an RT-PCR test. Please note that antibody tests will not be accepted.
4. Participant agrees **not to travel** if they are experiencing any of the following symptoms prior to their departure, or immediately alert hotel or Soltara staff if experiencing the following while traveling or after arrival in Costa Rica:
  - a. Fever
  - b. Respiratory symptoms such as sore throat, cough, or shortness of breath
  - c. Flu-like symptoms such as muscle aches, chills, or severe fatigue
  - d. Changes in sense of taste or smell
5. Soltara recommends that persons who are considered an at-risk population for transmission of the coronavirus (over 70 years of age, immunocompromised, or pre-existing health conditions) do not book a retreat at Soltara until after travel risk is considered negligible by the World Health Organization.
6. Participant agrees to adhere to the following guidelines while traveling to Costa Rica:
  - a. Wear a mask or face shield while traveling. Proper guidelines for use of mask include:
    - i. Place mask carefully to cover mouth and nose and tie securely to minimize any gaps between the face and the mask;
    - ii. While in use, avoid touching the mask;
    - iii. Remove the mask by using appropriate technique (i.e. do not touch the front but remove the lace from behind);
    - iv. After removal or whenever you inadvertently touch a used mask, clean hands by using an alcohol-based hand rub or soap and water if visibly soiled
    - v. Replace masks with a new clean, dry mask as soon as they become damp/humid;
    - vi. Do not re-use single-use masks;
    - vii. Discard single-use masks after each use and dispose of them immediately upon removal.
  - b. Perform hand hygiene frequently, particularly after contact with respiratory secretions. Hand hygiene includes either cleaning hands with soap and water or with an alcohol-based hand rub. Alcohol-based hand rubs are preferred if hands are not visibly soiled; wash hands with soap and water when they are visibly soiled;
    - i. It is especially important to clean hands after going to the bathroom; before eating; and after coughing, sneezing or blowing your nose.
  - c. To the extent possible, avoid touching public door handles, handrails, and other frequently touched surfaces in public places. Also avoid shaking people's hands.
  - d. Cover your nose and mouth with a flexed elbow or paper tissue when coughing or sneezing and disposing immediately of the tissue and performing hand hygiene;
  - e. Refrain from touching mouth and nose
  - f. Avoid agglomerations and frequency of closed crowded spaces;

- g. Maintain distance of at least 1 meter from any individual with 2019-nCoV respiratory symptoms (e.g., coughing, sneezing)
- 7. Participant agrees to receive a temperature check from a touchless thermometer on their retreat start date, prior to boarding the bus.
- 8. Participant agrees to sign a waiver stating that they are not currently exhibiting any symptoms of COVID-19 such as:
  - a. Fever
  - b. Respiratory symptoms such as sore throat, cough, or shortness of breath
  - c. Flu-like symptoms such as muscle aches, chills, or severe fatigue
  - d. Changes in sense of taste or smell
- 9. Participant understands that they will not be permitted to board the Soltara bus without a confirmation of a negative COVID-19 test taken within 36 hours prior to the start of their retreat, and a temperature check from a touchless thermometer on the retreat start date which does not exceed 100°F.
- 10. In the event that the Participant tests positive for COVID-19, or is experiencing a fever in excess of 100°F the morning of the retreat start date, they will not be permitted to board the Soltara bus to the retreat. Their deposit will be fully transferable to a future retreat date, and they will be required to take another test and test negative before their next retreat. The hospital recommends those who test positive for COVID-19 wear a face mask, remain in self-isolation for a minimum of 14 days, and alert hotel staff if applicable.
- 11. Participant agrees to review the [CDC's guidelines on symptoms, testing, prevention, and travel as related to COVID-19](#).

**Continued below...**

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# Soltara Healing Center: 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 accept the below.

**THIS ACTIVITY WAIVER & RELEASE** (this "Agreement") dated: \_\_\_\_\_  
(MM/DD/YY) BETWEEN: \_\_\_\_\_

(the "Participant") **AND** Soltara Healing Center of Paquera, Puntarenas, Costa Rica (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 ayahuasca use, the Participant releases and forever discharges the Organizer and the Organizer's spouse, 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 Soltara Healing Center in Paquera, Puntarenas, Costa Rica. Participation may include all activities, food, and accommodations as part of the retreat experience while at Soltara, including but not limited to:

- Partaking in ayahuasca or other plant medicine ceremonies
- Yoga classes, breathwork and meditation sessions
- Workshops, classes and guest lectures
- Leisure time / Gym use and time in nature
- All meals and snacks
- Accommodations in single or double arrangements, as chosen by guest.

Participation in Preparation/Integration Program with Preparation/Integration Support Team. Participating in this program includes all resources, online communities, and services offered, including (as needed) but not limited to:

- Medical intake call
- Preparation call
- Integration call
- Online community and resources
- Any additional 1-on-1 services coordinated between the guest and the preparation/integration support team.

### **Code of Conduct**

The Participant agrees to the following rules and stipulations during their stay at Soltara Healing Center:

### **The Golden Rule of “Respect”**

1. Respect the medicine and the traditions we work with
2. Respect and follow indications and guidelines given by Soltara 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. Respect that engaging in sexual activity including with the self as well as married couples is prohibited

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 the Soltara grounds without prior arrangement (note: prior arrangement does include writing name on white board when going to beach 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 Soltara Healing Center 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, with the exception of 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 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 Soltara **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 ayahuasca has in the past resulted in injury or death **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 of all risk for the consumption of ayahuasca or other natural medicines offered at Soltara Healing Center **Initials:** \_\_\_\_\_
- They may feel worse (mentally, physically, emotionally) during or after as part of their process working with ayahuasca **Initials:** \_\_\_\_\_
- Soltara Healing Center cannot accept responsibility for theft or damage to belongings **Initials:** \_\_\_\_\_
- In the unlikely event of a psychotic episode or adverse reaction to ayahuasca medicine, Soltara 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 anti-psychotic 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 follow the instructions of the facilitators and healers at all times 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, that they may be endangering themselves and others and can be expelled from the retreat without question and without refund at the sole discretion of Soltara Healing Center 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 Soltara 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 suing 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 Province of Puntarenas, Costa Rica.

**IN AGREEMENT** the Participant has affixed their signature underhand prior to the start of their participation at Soltara Healing Center:

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Print Participant Name

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Participant Sign

**[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 accept the above.](#)**

**We look forward to supporting you.**

**Love,**

**The Soltara Team**

