

Solar Alegria

GIFT CERTIFICATE TERMS & CONDITIONS

This document outlines the conditions governing the purchase, issuance, and redemption of gift certificates issued by Solar Alegria Retreats. These terms apply to both the purchaser and the beneficiary.

1. Personalization & Validity

- **Personalized & Numbered:** All gift certificates are personal, numbered, and issued in the name of the designated guest. Presenting a valid government-issued ID matching the reservation name is required upon check-in.
- **12-Month Validity:** Certificates are valid for 12 months from the date of issuance.
- **Seasonal Blackout Period:** Retreats are not available for booking between **October 25th and December 15th**.
- **Expiration:** Gift certificates must be redeemed and the retreat experience completed prior to the expiration date. Expired certificates cannot be extended, refunded, or reissued.

2. Booking & Guest Capacity

- **Advance Booking Required:** To preserve an atmosphere of deep rest, quiet, and quality, Solar Alegria hosts a maximum of **2 retreat guests at a time**. Early reservation is strongly recommended to secure preferred dates.
- **Redemption Process:** To book a stay, the voucher holder must contact Solar Alegria via email or phone, referencing their unique certificate number.

3. Transfers, Refunds & Exchange

- **Transferability:** While certificates are personal, they can be transferred to another person with prior written notice to Solar Alegria. The new guest must be registered beforehand and present a valid ID upon arrival.
- **Non-Refundable:** Gift certificates cannot be exchanged or refunded for cash or credit, in whole or in part.
- **Unused Services:** If a guest opts out of specific activities or leaves a retreat early, no partial refunds or alternative credits will be issued.

4. Cancellations & Rescheduling

- **10-Day Notice:** Once a date is reserved, guests may cancel or reschedule their stay up to **10 days prior** to check-in.
- **Rescheduling Cap:** A maximum of **2 date changes** are permitted per certificate.
- **Late Notice / No-Show:** Cancellations made fewer than 10 days before check-in, or failure to arrive on the scheduled date, will result in the forfeiture of the certificate.

5. Delivery Options

- **Virtual Certificate:** Delivered free of charge via email within 24 hours of payment receipt.
- **Physical Certificate:** Personalized printed physical cards are available for an additional fee of €12 + shipping costs.

Contact & Location Details

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