

Momenta's Proposal:

CANCELLATION POLICIES - PROVIDER SELECTION

INSTRUCTIONS FOR PROVIDERS

When publishing your experience, select one of these cancellation policies that will apply to your customers:

OPTION 1: FLEXIBLE POLICY

Recommended for: Casual experiences, introductory workshops, group activities

Customer cancellation:

- **More than 24 hours (1 day) before:** Full refund (100%)
- **Less than 24 hours (1 day) before:** No refund
- **No show:** No refund

Card display text:

"Free cancellation until 1 day before" *If you change your mind, you'll receive a full refund.*

Text for cancellation screen:

Cancellation Policy: Flexible

Full refund if you cancel at least 24 hours before the experience starts

No refund if you cancel less than 24 hours before or don't show up

OPTION 2: MODERATE POLICY

Recommended for: Experiences requiring preparation, weekend retreats

Customer cancellation:

- **More than 72 hours (3 days) before:** Full refund (100%)
- **Less than 72 hours (3 days) before:** No refund
- **No show:** No refund

Card display text:

"Free cancellation until 3 days before" *If you change your mind, you'll receive a full refund.*

Text for cancellation screen:

MODERATE POLICY:

Full refund if you cancel at least 3 days (72 hours) before the experience starts

No refund if you cancel less than 3 days before or don't show up

OPTION 3: STRICT POLICY

Recommended for: Exclusive retreats, high-investment experiences, small groups

Customer cancellation:

- **More than 7 days before:** 50% refund
- **Less than 7 days before:** No refund
- **No show:** No refund

Card display text:

"Cancellation with 50% refund until 7 days before" *If you change your mind, you'll receive 50% refund.*

Text for cancellation screen:

STRICT POLICY:

50% refund if you cancel at least 7 days before the experience starts

No refund if you cancel less than 7 days before or don't show up

IMPORTANT NOTES:

- This policy will be clearly displayed to customers before purchase
 - You cannot change the policy for existing bookings
 - In force majeure cases, Momenta will evaluate refunds case by case
 - Your selected policy will apply to all dates of your experience
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