



CANCELLATION & RELOCATION POLICY

OpenMind Hotels | The OpenMind Commitment

Please review our terms below regarding the commitment of your stay.

Thank you for choosing to join the OpenMind family. To ensure our sanctuaries remain intimate, exclusive, and discreet for all couples, we operate with a strict capacity.

1. THE NON-REFUNDABLE NATURE OF OUR RETREATS

Every booking at OpenMind Hotels is **final and non-refundable**. Because our experiences are designed for a limited number of like-minded couples, we rely on confirmed attendance to maintain the social atmosphere of the villa. We are unable to offer monetary refunds under any circumstances.

2. FLEXIBILITY FOR UNFORESEEN CIRCUMSTANCES

Life is unpredictable. If a serious illness or unforeseen issue prevents you from attending your reserved stay, we offer the opportunity to **Relocate your Experience** to a future date.

- **Global Access:** You may move your stay to an available period in any of our destinations (Athens, Rhodes, Santorini, or Mykonos).
- **Management Approval:** All relocations are subject to availability and must be approved by the OpenMind concierge team.

3. THE RELOCATION PROCESS

To activate a relocation:

- **Early Communication:** Please notify us as soon as an issue arises.
- **Selection:** We will provide a list of available dates and destinations.
- **Finality:** Once a new week is confirmed, the booking is final and cannot be moved again.

4. ADJUSTMENTS & EXCLUSIVITY

- **Rate Differences:** If your new selection carries a higher rate, the difference must be settled to confirm the booking. No credits are issued if the new rate is lower.

- **Non-Transferable:** To maintain the integrity of our community, bookings are specific to the registered couple. They cannot be transferred or sold to other parties.

GUEST ACKNOWLEDGMENT

By signing below, you confirm that you:

- Accept the **non-refundable** nature of the OpenMind experience.
- Agree to the **relocation-only** alternative in lieu of a refund.
- Acknowledge that OpenMind Hotels maintains final approval on all schedule shifts.

GUEST INFORMATION AND SIGNATURE

Destination: _____

Original Stay Dates: _____

Full Name (Partner 1): _____

Signature (Partner 1): _____

Date: _____

Full Name (Partner 2): _____

Signature (Partner 2): _____

Date: _____