

Reservation and Cancellation Policy

Massage

Thank you for your interest in Touch Kauai!

To secure your reservation for a massage session, your complete credit card information is required to secure your reservation.

Full payment in cash, per traveler check or per credit card (VISA/MASTER) is required when you receive the service. Mahalo ☺ .

If you have to cancel your appointment, please do so at your earliest convenience.

Cancellations made within 24 hours prior to your appointment date/time are subject to a 50% cancellation fee.

No shows will be charged the full amount.

We look forward to meeting you!

Soul Guidance

Thank you for your interest in Touch Kauai!

To secure your reservation for a 2 hr soul guidance session, your complete credit card information is required to secure your reservation.

Full payment in cash, per traveler check or per credit card (VISA/MASTER) is required when you receive the service. Mahalo ☺ .

If you have to cancel your appointment, please do so at your earliest convenience.

Cancellations made within 24 hours prior to your appointment date/time are subject to a 50% cancellation fee.

No shows will be charged the full amount.

To secure your reservation for Soul Guidance as a half day, full day or multiday experience, please see the reservation and cancellation procedures described under **Halfday and Fullday Experiences** and **Retreats and Multiday Immersions**.

We look forward to meeting you!

Halfday and Fullday Experiences

Reservation and Payment

Thank you for your interest in Touch Kauai!

To secure your reservation for a halfday or fullday tour or experience, your complete credit card information (VISA/MASTER/AMEX/DISCOVER) and a 20% deposit is required to secure your reservation. You can pay your deposit either on your credit card or you may send a check or money order if you make your reservation more than two weeks in advance.

Once the deposit is received, you will get an email confirmation. Email spam filters may re-route our confirmations into your junk or spam folders. Please check all your folders.

Full payment in cash, per traveler check or per credit card is required when you receive the service. Mahalo ☺ .

Cancellation

If you have to cancel your appointment, please do so at your earliest convenience.

Cancellations made more than 72 hours prior to your appointment date/time are subject to a 20% cancellation fee (we will keep your deposit),

unless your cancellation is made more than 1 month prior to your scheduled tour/retreat date. In this case we will refund your deposit.

Cancellations made between 72 and 24 hours prior to your scheduled tour/retreat date are subject to a 50% cancellation fee.

Cancellations within 24 hours prior to your scheduled tour/retreat date as well as no shows will be charged the full amount.

We look forward to meeting you!

Retreats and Multiday Immersions

Reservation and Payment

Thank you for your interest in Touch Kauai!

To secure your reservation for a retreat or multiday immersion, your complete credit card information and a 50% deposit is required to secure your reservation. You can pay your deposit either on your credit card or you may send a check, money order or wire transfer.

If your reservation is made within 90 days of the retreat/immersion start day, full payment is required to secure your reservation.

Once the deposit is received (please send your deposit within 7 days of your booking), you will get an email confirmation. Email spam filters may re-route our confirmations into your junk or spam folders. Please check all your folders.

Full payment of your trip fee is due 90 days prior to the trip start date. If you pay your deposit by credit card, we will automatically charge that credit card for the final payment 90 days before the trip starts.

If you pay your deposit by check or money order, you need to send final payments by the dates indicated in your confirmation packet.

Mahalo ☺.

If you are waitlisted, no payment other than the required deposit is necessary. We will bill you for full payment when you make it onto the trip as

a signed-up participant.

If you cancel a trip, you may be charged a cancellation fee. Please read the information below.

Cancellation and Refund

If you have to cancel your retreat/multiday immersion, please do so at your earliest convenience.

The amount of your refund is determined by the date that you notify Touch Kauai of your cancellation. Please look at the cancellation chart below.

Touch Kauai regrets that it cannot make exceptions to the reservation and cancellation policy for any reason, including personal emergencies.

To cover yourself in case of an emergency, please look into the various travel cancellation insurance options that are available to you at several providers.

Cancellation Chart

CANCELLATION FEES APPLY AS FOLLOWS:		
	Time of cancellation	Cancellation fee per person
A	60 or more days prior to vacation/retreat start date (except as noted in "E" below)	All expenses that have been made and cannot be refunded and a 20% cancellation fee of the full payment amount after subtracting the nonrefundable expenses.
B	14–59 days prior to vacation/immersion start date (except as noted in "E" below)	50% of vacation/retreat fee
C	0–13 days prior to vacation/retreat start date	Entire vacation/retreat fee
D	"No-show" at the starting point, or you leave during a trip	Entire vacation/retreat fee

YOU WILL NOT PAY CANCELLATION FEES IF:	
E	You cancel from a confirmed position within 14 days of when Touch Kauai receives your reservation. NOTE: This 14-day grace period does not apply if the trip start date is within 30 days of when Touch Kauai receives your reservation.
G	You cancel within 14 days of a Touch Kauai change in vacation/retreat date or unexpected trip price.

Trips Cancelled or Changed by Touch Kauai

On rare occasions, we must cancel or change trips. If this occurs, our responsibility is limited to a refund of any vacation/retreat fees you've already paid. Touch Kauai is not responsible for airline tickets, other tickets or payments, or any similar fee penalties that you may incur as a result of any trip cancellations or changes.

We look forward to meeting you!

[Please sign me up!](#)