

HOTEL RESORT DISCOUNTS LLC — TERMS & CONDITIONS

Company: Hotel Resort Discounts LLC (“Agency”)
Address: 1420 Shaw Ave, Suite 102, Clovis, CA 93611
Email: support@hotelresortdiscounts.com
Website: www.hotelresortdiscounts.com

1. Overview

Hotel Resort Discounts LLC (“the Agency”) provides group travel coordination, administrative services, and hosted group travel experiences in collaboration with hotels, resorts, independent organizers, instructors, tourism boards, and third-party service providers.

The Agency organizes and administers hosted group travel experiences. Some trips may include instructor-led or experience-based programming provided by independent instructors or third-party providers.

The Agency does not own, operate, manage, supervise, or control hotels, resorts, airlines, transportation providers, instructors, excursions, or third-party vendors.

Unless explicitly stated otherwise in writing, travelers are responsible for booking their own airfare and personal travel arrangements.

2. Definitions

For purposes of these Terms & Conditions:

Trip Cutoff Date

The official date published on the specific trip webpage or communicated in writing by the Agency after which reservations become financially binding and non-refundable.

Amount Paid

The total amount of funds actually received by the Agency from a participant at the time of cancellation.

Trip Confirmation

Written confirmation issued by the Agency stating that the Minimum Room Requirement has been satisfied and that the trip is officially proceeding.

Minimum Room Requirement

The minimum number of booked rooms required for a trip to move forward.

Booked Room

A room reserved under the group terms with a paid deposit and completed registration, as determined by the Agency.

3. Trip Categories & Roles

A. Hosted Group Trips (Primary Model)

Hosted group trips are organized and administered by the Agency using its registration systems, payment infrastructure, communication systems, and operational coordination.

The Agency provides:

- travel coordination
- participant registration systems
- payment processing
- participant timelines and communication
- group travel logistics
- trip confirmation administration

Hosted trips may include optional activities, instructor-led programming, or experience-based elements delivered by independent instructors or third-party providers.

The Agency does not supervise, control, or guarantee the performance, methods, or conduct of any instructor, vendor, or third-party provider.

B. Instructor-Led or Experience-Based Retreats

Some trips may include programming led by independent instructors, organizers, or experience providers.

In such cases, the instructor or organizer is solely responsible for:

- instruction methods
- participant supervision
- participant safety
- programming content
- delivery of classes or activities

The Agency provides administrative coordination only.

C. Co-Hosted Retreats (Occasional Format)

For certain trips, the Agency may collaborate with a yoga studio, instructor business, wellness brand, or independent organizer (“Co-Host”).

In such cases:

The Co-Host is responsible for:

- instruction
- class structure
- wellness programming
- participant engagement

The Agency is responsible for:

- travel coordination
- registration systems
- payment processing
- participant communication
- logistical administration

The Co-Host operates as an independent business entity and is not an employee, agent, or representative of the Agency.

D. No Partnership or Agency Relationship

Nothing in these Terms & Conditions shall be interpreted as creating a partnership, joint venture, employment relationship, or agency relationship between the Agency and any hotel, organizer, instructor, vendor, tourism board, or traveler.

4. Hosted Experience Availability, Changes & Substitutions

Some trips may include instructor-led, wellness-oriented, or experience-based programming (“Hosted Experience”) provided by independent instructors or third-party providers.

Instructor availability, programming, scheduling, and format are subject to change due to illness, travel disruptions, supplier constraints, or circumstances outside the Agency’s control.

If the originally advertised instructor or activity provider is unavailable, the trip may still proceed as scheduled and the Hosted Experience may be fulfilled through reasonable alternative arrangements.

Participation in a Hosted Experience is not guaranteed to meet individual expectations, preferences, or subjective satisfaction standards.

Substitutions or modifications do not constitute trip cancellation and do not create entitlement to refunds, credits, chargebacks, or compensation.

If the designated resort or accommodation becomes unavailable prior to Trip Confirmation due to supplier decisions, availability limitations, or other factors outside the Agency’s control, the Agency reserves the right to cancel the trip and issue refunds in accordance with these Terms.

4.1 Experience Expectations & Subjective Satisfaction

Participants acknowledge that hosted group travel experiences, wellness retreats, and instructor-led programming are inherently subjective.

Individual satisfaction with the experience, instruction style, group dynamics, resort atmosphere, accommodations, meals, amenities, or activities may vary among participants.

The Agency does not guarantee that any hosted experience, instructor-led session, group activity, resort service level, or retreat environment will meet a participant’s personal expectations, preferences, or desired outcomes.

Differences in experience quality, personal enjoyment, instructor teaching style, group composition, weather conditions, resort operations, accommodations, or individual expectations

do not constitute trip cancellation, service failure, or grounds for refunds, credits, or chargebacks.

Participation in all activities is voluntary and undertaken at the participant's own discretion.

5. Payments, Minimum Room Requirement & Cancellation Policy

A deposit is required to reserve a spot on a trip.

Each trip is subject to a published Trip Cutoff Date and Minimum Room Requirement.

A. Minimum Room Requirement

Each trip requires a minimum of fifteen (15) Booked Rooms ("Minimum Room Requirement") unless otherwise stated on the specific trip webpage.

A trip is officially confirmed only when:

- the Minimum Room Requirement has been satisfied; and
- the Agency issues written Trip Confirmation.

Until written Trip Confirmation is issued, no trip is guaranteed.

If the Minimum Room Requirement is not met by the Trip Cutoff Date, the Agency reserves the right to cancel the trip.

If the trip is cancelled for this reason, all payments made directly to the Agency will be refunded in full.

Refunds apply only to payments made directly to the Agency and do not include airfare, insurance, excursions, transportation, or third-party services booked independently.

B. Participant Cancellation — Before Trip Cutoff Date

If a participant cancels before the published Trip Cutoff Date, the participant will receive a refund of the Amount Paid minus an eighteen percent (18%) administrative fee.

This administrative fee covers:

- payment processing fees
 - reservation management
 - administrative costs associated with coordinating group travel
-

C. Participant Cancellation — After Trip Cutoff Date

After the Trip Cutoff Date, all payments become 100% non-refundable.

The Trip Cutoff Date represents the point at which supplier commitments, room allocations, and operational planning become financially binding.

D. Agency Cancellation

If the Agency cancels a trip for reasons other than failure to meet the Minimum Room Requirement (excluding Force Majeure), participants will receive a full refund of payments made directly to the Agency.

E. Payment Deadlines

Failure to meet payment deadlines may result in cancellation of the reservation without refund.

F. Refund Processing

Refunds are typically processed within 5–10 business days, though posting times may vary depending on the participant's financial institution.

6. Airfare Policy

Travelers must not book airfare until written Trip Confirmation is issued.

Booking airfare prior to Trip Confirmation is done entirely at the traveler's own risk.

The Agency is not responsible for airfare costs, changes, or cancellations.

7. Ground Transportation (If Included)

When included, ground transportation refers only to scheduled transfers between the designated arrival airport and the resort.

Missed transfers due to late arrival, incorrect scheduling, or failure to follow instructions may result in forfeiture without refund.

8. Rooming & Occupancy

Bookings may be offered as single-occupancy or double-occupancy rooms subject to hotel availability.

The primary traveler is responsible for all room-related commitments including balances, damages, and compliance with hotel policies.

The Agency does not guarantee room upgrades.

9. Traveler Responsibilities & Conduct

Travelers agree to:

- provide accurate identification information
- submit all required forms and waivers
- comply with applicable laws and resort rules
- maintain respectful conduct toward other participants and staff

The Agency reserves the right to remove any participant from a trip without refund if behavior is disruptive, unsafe, unlawful, or materially interferes with the experience of other participants.

10. Optional Activities & Third-Party Services

Optional excursions, experiences, or services are provided by independent third-party vendors.

Participation is voluntary and undertaken at the traveler's own risk.

11. Onsite Hotel Incidentals

Hotels may place a refundable incidental hold at check-in for damages or additional services.

12. Travel Insurance

Travel insurance is strongly recommended.

Participants are responsible for obtaining insurance that covers cancellations, medical needs, travel disruption, and personal property.

13. Assumption of Risk & Limitation of Liability

Travel involves inherent risks including illness, injury, travel disruption, and loss of property.

Participation in yoga, fitness, wellness, or movement-based activities carries risks including injury, muscle strain, dizziness, falls, and aggravation of existing medical conditions.

Participants are responsible for evaluating their own physical condition before participating.

In no event shall the Agency's total liability exceed the Amount Paid by the participant.

14. Force Majeure

The Agency is not liable for delays, changes, or cancellations caused by events beyond reasonable control including:

- natural disasters
- government actions
- pandemics
- labor disruptions
- supplier failures
- travel restrictions

15. Chargebacks & Disputes

Participants agree to contact the Agency directly before initiating any payment dispute or chargeback.

Improper chargebacks may constitute breach of agreement and the Agency reserves the right to pursue recovery of administrative, collection, and legal costs.

16. Indemnification

Participants agree to indemnify and hold harmless Hotel Resort Discounts LLC from claims arising from:

- negligent conduct
 - unlawful conduct
 - violation of these Terms
 - third-party claims arising from participant actions
-

17. Acceptance of Terms & Electronic Communications

Participation in a trip constitutes acceptance of these Terms.

By providing a phone number, participants consent to receive trip-related communications via SMS and email.

Electronic records, digital signatures, system logs, automated confirmations, and form submissions constitute legally binding evidence of agreement.

18. Pricing Errors

The Agency reserves the right to correct pricing or availability errors and issue refunds or offer continuation at the corrected rate.

19. Governing Law & Arbitration

These Terms are governed by the laws of the State of California.

Any dispute shall be resolved through binding arbitration in Fresno, California, either in person or via video conference.

20. Media & Photography

Photos or video may be taken during group trips for marketing purposes.

Participants grant permission for the Agency to use images in which they may appear unless written notice is provided prior to travel.

21. Entire Agreement

These Terms constitute the entire agreement between the participant and Hotel Resort Discounts LLC.

22. Severability

If any provision of these Terms is found invalid or unenforceable, the remaining provisions shall remain in full force and effect.