

True Valentine Retreat FAQ

1. What airport do I fly into?

You'll need to fly into **Mexico City International Airport (MEX)**. We provide round-trip transportation from the airport to Los Apantles in Malinalco, which is approximately a 2-hour scenic drive.

2. How do I arrive at the retreat center?

Round-trip transportation from Mexico City International Airport to Malinalco is included in your retreat package. Our team will coordinate pick-up and drop-off times with you to ensure a seamless arrival and departure experience.

3. What is included in the retreat?

The retreat includes:

- 4 nights shared accommodation at Los Apantles (private rooms available for an additional cost).
- Round-trip transportation from the airport to the retreat center.
- Three fresh, nourishing meals daily.
- Daily movement classes (Vinyasa, Dance Yoga, and Kinrgy X).
- Sound meditation and breathwork sessions.
- True Valentine Workshop.
- A 60-minute therapeutic massage.
- Temazcal Ceremony.
- Malinalco day trip.
- Yoga mats and props.
- Complimentary drinks such as spring water, coffee, and local herbal teas.

4. What is not included in the retreat?

The retreat does not include:

- Airfare to Mexico City.
- Travel insurance (highly recommended).
- Additional personal expenses or excursions outside the provided activities.

5. Can I travel solo? Can I share a room with someone?

Absolutely! Many of our participants come solo and find the retreat a welcoming environment to connect with others. If you'd like to share a room, we can pair you with a same-gender roommate or you can specify someone you wish to room with during registration.

6. What type of food is served on the retreat? Can you accommodate vegan or vegetarian diets?

All meals are prepared with fresh, local ingredients, offering a mix of Mexican and international cuisine. We can accommodate dietary preferences, including vegan and vegetarian options. Please notify us of any dietary needs when booking.

7. Is there WiFi at the retreat center?

Yes, WiFi is available at Los Apantles, but we encourage you to disconnect as much as possible to fully immerse yourself in the retreat experience.

8. I'm new to yoga/meditation. Will I be welcome?

Absolutely! This retreat is designed for all levels, from beginners to advanced practitioners. Our instructors, Daphne Zahara and Chrissy Constable, will guide you through each practice with care and provide modifications as needed.

9. Is this a co-ed retreat?

Yes, the True Valentine Retreat is co-ed and welcomes all individuals, regardless of gender.

10. What is the weather like in February?

February signifies a transitional period as the forests prepare to shift from the cold season to the dry season. It's an excellent month for stargazing due to the clear skies. In February, Malinalco experiences pleasant weather, with average temperatures ranging from 60°F to 75°F. Mornings and evenings may be cooler, so we recommend bringing layers.

11. Do I need travel insurance?

Yes, we strongly recommend purchasing travel insurance for your trip. This will provide coverage in case of unexpected circumstances such as flight cancellations, medical needs, or other emergencies.

12. What additional excursions or activities can I enjoy during the retreat?

Beyond the included day trip to Malinalco, participants can enjoy nature hikes, visits to local artisan markets, and exploring ancient ruins. Our team is happy to provide suggestions and help coordinate any additional activities you're interested in.

13. What is the deposit, booking, cancellation, and refund policy?

To reserve your spot at the True Valentine Retreat, a \$700 deposit is required. The remaining balance is divided into two payments:

- Second payment: Due by December 15, 2024
- Final payment: Due by January 14, 2025

Refunds and Cancellations

Our policy ensures clarity and fairness:

Trip Changes

You may change your trip date or destination as long as it is 75 days or more before your original retreat's start date. If you do not rebook immediately, the payment will be converted into a credit valid for 12 months. If a guest cancels less than 75 days before the retreat, only the deposit may be applied to a future retreat. If a guest departs early during the retreat, there will be no refund.

Cancellation & Refunds

All payments are non-refundable if you choose to cancel your booking. We do not offer cash refunds. However, if you notify us of cancellation at least 75 days before the start of the retreat, payments made



will convert into a credit valid for 12 months toward another retreat. For cancellations made less than 75 days before the start date, only the deposit will be credited toward a future retreat. No refunds are available for guests who leave during the retreat. We strongly recommend purchasing travel insurance at the time of booking to protect against unexpected cancellations made with less than 75 days' notice.

Cancellation by One&Well

One&Well reserves the right to cancel any retreat or part of a retreat. In such an event, we will provide a retreat credit valid for two years. If One&Well cancels the retreat due to any reason, including Force Majeure, we are not responsible for any loss of funds related to travel arrangements made by guests.

If you have any other questions or wish to book, please reach out, and we'll be delighted to assist you!