

Terms & Conditions

Streamline Publishing, Inc. • Effective July 1st, 2026

Thanks for booking with us! Paying a deposit or a full balance on one of our events, trips, or programs means you're agreeing to these terms, plus our Privacy Policy.

The Basics

"We" means Streamline Publishing, Inc. "You" means whoever is booking and attending.

"Program" covers any event, trip, workshop, convention, or retreat we run.

Joining a Program

Programs are for adults 18 and up, unless we've approved otherwise in writing. Be respectful of other guests, our staff, and the property, and follow all safety instructions. No illegal substances are allowed. If someone seriously disrupts the group or creates a safety issue, we can ask them to leave, with no refund.

Your Health

Joining a program means confirming you're fit to take part. Most events or trips require a few blocks of walking. Please tell us about any medical conditions, allergies, dietary needs, accessibility needs, or other special requests when you book. We will make reasonable efforts to accommodate requests when possible, but accommodations are not guaranteed and may depend on the program, venue, suppliers, location, and timing of the request. We strongly recommend travel insurance that covers cancellations, medical care, and emergencies.

Travel Documents

When a passport, visa, or vaccination is required, those documents and requirements are your responsibility. If your paperwork isn't in order, we can't offer a refund.

Accommodations

If your program includes a place to stay, please follow the property's rules, including no indoor smoking, quiet hours, and any other posted or stated requirements. You're responsible for any damage or extra cleaning fees. Be careful not to get paint on sinks, carpets, furniture, or other surfaces. Please review the accommodations before booking so you understand what is included.

Pricing & Payment

Prices are in USD, and your bank may add its own fees. We'll correct any obvious pricing mistakes. Every program has its own payment schedule. If you miss a payment, your spot may be canceled.

Cancellations: In-Person Events (Conferences, retreats, trips,...)

We lock in venues, instructors, and materials early, so here's how cancellations work:

- 121+ days out: Full refund, minus a \$100 processing fee. Or you may transfer to next year's event, one time only.
- 91 to 120 days out: 50% refund, minus the \$100 fee. Transfers may be possible.
- 90 days or less: No refund, since our costs are already locked in. We may approve a one-time transfer at our discretion, but only if we can replace your reservation at that time.

For domestic or international trips, any credit card processing fees incurred on your payment will be deducted from your refund.

No refunds are available for late arrivals, no-shows, or services you did not use. All refunds are subject to the applicable processing fee, and registrations may not be transferred to another person without our written approval.

Cancellations: Virtual Events

- 30+ days out: Refund minus a \$50 fee, or transfer to another qualifying event.
- Within 30 days: No refund, but a one-time transfer may be available.

Satisfaction Guarantee: Virtual Events

Not the right fit? For multi-day events, attend Day 1 and you can request a refund in writing, minus the \$50 fee, any time before Day 2 starts. For one-day events, request it by 2:00 PM ET the same day, after attending the first half. Beyond that, refunds aren't available for partial attendance. We may also need to adjust schedules or presenters as needed.

Swag : Virtual Events

If you register for a virtual event tier that includes swag, you must sign up at least 60 days before the start of the event in order to receive it. Registrations completed after the cutoff date will not include swag. Swag is limited to the first 50 eligible registrants.

Insurance & Documents

Get comprehensive travel insurance that covers trip cancellation, medical emergencies, evacuation, lost baggage, and other travel risks. Make sure your passport, visas, and vaccines are squared away. We'll help where we can, but it's ultimately your responsibility.

If We Cancel the Whole Event

You'll get a full refund of what you paid us. We can't reimburse flights, insurance, or other costs you paid to third parties.

If Our Plans Change

Occasionally we'll need to swap an instructor or adjust part of a program. We always aim to keep the experience just as good.

Force Majeure

Weather, natural disasters, government action, public health emergencies, and other events outside anyone's control can affect a program. If one of these events impacts your program, our usual refund rules might not apply. We'll work with you in good faith on a fair fix, such as a transfer, credit, or partial refund, depending on costs we've already committed.

Assumption of Risk

Travel, especially to rural or heritage destinations, carries built-in risks, including uneven terrain, wildlife, heat, cold, local traffic, and more. Joining a program means accepting those risks and following our guidance, and our local partners' guidance, throughout the program.

Third-Party Providers

We work with hotels, guides, transportation companies, and other suppliers, but they operate under their own terms. We're not responsible for their mistakes. Claims about a supplier go directly to them, though we'll help however we can.

Your Belongings

Keep an eye on your things. We're not responsible for anything lost, stolen, or damaged. Theft and pickpocketing can occur on international trips. We recommend keeping some of your cards in your safe and not carrying everything with you.

Photos & Media

We capture photos and videos during programs for marketing and education, and we may use them. Want out? Email us at least 7 days before your program, or right away if you're registering within 7 days, with "Media Opt-Out: [Your Name]" in the subject. We'll do our best to accommodate, and you should also remind your trip leader once you arrive. However, it can be difficult to edit every shot, and you could still appear in some photos or videos.

Our Content

Materials we provide during a program, including handouts, slides, and similar materials, belong to us or our instructors and are for your personal use only. Please don't share or reproduce them.

Your Data

We use your information to manage your booking and run the program, and we may share relevant details with suppliers like hotels and insurers as needed. We don't sell your data. Full details are in our Privacy Policy.

We Can Say No

We can decline a booking or remove someone from a program, without a refund, for unsafe behavior, harassment, or anything that seriously disrupts the experience. Any extra costs that come with that removal are the participant's responsibility.

Payments & Disputes

Please don't file a chargeback for charges that are properly owed. Reach out to us first so we can work it out together.

Complaints

Something wrong? Tell your facilitator or trip leader right away so we can try to fix it on the spot. Still unresolved? Send a written complaint within 7 days of the trip ending, and we'll look into it.

Liability

Our total liability to you is capped at what you paid for the program. This doesn't limit liability for death or injury caused by negligence, or anything the law won't let us limit. By joining, you also agree to cover us for losses tied to your own actions or breach of these terms.

Postponements

If we need to push a program back, we'll offer new dates, a credit, or a refund.

Staying in Touch

We'll reach out using the email you give us, so please keep it current.

The Fine Print

These terms are the whole agreement between us. If one part doesn't hold up legally, the rest still stands. Not enforcing something once doesn't mean we're giving it up for good. These terms are governed by Florida law, and we may update them occasionally. Whatever terms are in place when you book are the terms that apply.

Questions?

We're happy to help: events@streamlinepublishing.com