

Terms and Conditions – Phoenix World

(Online & Offline Courses, Events, Retreats and Séances)

By making a reservation, you confirm that you have read and accepted these Terms and Conditions. Phoenix World reserves the right to update these Terms at any time. The version applicable to your booking is the version in place on the date of your reservation.

Participant refers to: the person who intends to participate, will participate, or has participated in any training, course, workshop, retreat or other activity organised by Phoenix World.

The agreement between Phoenix World and the participant is concluded through written confirmation, email registration or booking via the website.

Payments, Deposits and Bookings (Trainings & Workshops)

1. For national and international trainings (one-day or multiple-day) a non-refundable deposit of €180 is required to confirm the booking.
2. For one-day workshops, individual séances and gatherings, the full fee is paid upon booking. This fee is non-refundable unless the event is cancelled by Phoenix World.
3. If the deposit or payment is not received on time, the booking may be cancelled by Phoenix World.
4. Training fees must be paid in full at least 40 days before the course begins. Late payments lead to automatic cancellation.

Cancellation Policy (Trainings & Workshops)

5. The €180 deposit is non-refundable and non-transferable.
6. Refund rules:
 - 40+ days before start: refund of remaining balance minus €180 and €30 admin fee.
 - 30–39 days before start: 50% refund of remaining balance minus €180 and €30 admin fee.
 - 0–29 days before start: no refund.

Retreat Payment Policy

7. Retreats require a non-refundable 30% deposit.
8. Remaining 70% can be paid:
 - in one payment (60 days before start), or
 - in two instalments: 35% at 90 days, 35% at 60 days before start.
9. If instalments are not paid within 5 days after reminder, the booking is considered cancelled and the retreat cancellation policy applies.

Retreat Cancellation Policy

10. 30% deposit is always non-refundable.
11. Refunds:
 - >90 days before start: 70% refund (deposit retained)
 - 60–89 days: 50% refund
 - 0–59 days: no refund

Replacement of Participants

12. Replacement allowed before the program starts (not for séances).

Séances & Special Events

13. Séance fees are non-refundable and due upon booking.
14. Protocol requirements must be followed.

General Participation Conditions

15. Participation is voluntary.
16. Development cannot be guaranteed.
17. Phoenix World may change venues or team members if needed.

18. Participants must have appropriate travel and health insurance.
19. Phoenix World is not responsible for valuables or personal injury.
20. Allergies and dietary needs must be communicated before booking.
21. Smoking/vaping only in designated areas.

International Travel

22. Phoenix World is not responsible for flight, visa or travel disruptions.

Privacy & Intellectual Property

23. All participant data is confidential.
24. All materials are the intellectual property of Phoenix World.
25. Copyright remains with Phoenix World.
26. A full GDPR-compliant privacy policy is available on the website.

Liability

27. Phoenix World is not liable for any damage except in cases of gross negligence.
28. Results cannot be guaranteed.

Complaints

29. A transparent complaints procedure is available on the website.