



Terms and conditions Phoenix World: (online) courses, events and séances:

You will be asked to confirm your acceptance of these terms and conditions when you make a reservation. We reserve the right to amend these terms and conditions at any time and you should therefore check them each time you make a reservation. The terms and conditions applying to your reservation will be those in place at the date that you make your reservation.

In these general terms and conditions, the participant is understood to mean: the person who intends to participate or will participate, actually participates, or has participated in a training, course or other activity organized by or on behalf of Phoenix World.

The agreement between the Phoenix World and the participant is concluded by the participant by and through written confirmation, by e-mail registration or via the website.

- 1) An initial deposit of 180 euros needs to be done to confirm the booking of a multiple day course. For a 1-day workshop you pay the whole amount at once. The deposit needs to be paid to confirm and to secure the booking. You will an invoice by booking through the website.
- 2) If the deposit is not paid in time, the booking can be cancelled by the organizer as there is no confirmed booking.
- 3) For a separate séance, single day workshop and any other gathering you pay the whole amount at once. This is a non-refundable fee unless it is cancelled on behalf of the organizer.
- 4) Course charges **MUST be paid IN FULL** at least 40 DAYS before the date the Course begins (or upon booking if within 40 days of commencement of a Course). If full payment has not been received at the expiration of 14 days from the commencement of this 40-day period (i.e., within 40 days of the Course start date), the booking will be deemed cancelled by you. We will therefore cancel your booking without further reference to you. It is your responsibility to ensure that your balance is paid on time, it's not the responsibility of Phoenix World.
- 5) In the event that you cancel your booking, you will lose your deposit.
Deposits are non-transferable and non-refundable. In the event of cancellation (other than by the Phoenix World) of any booking, Phoenix World will make the following cancellation charges:

- a. 40 days or more before the course begins, you will be refunded the full balance (less your 180 euros deposit for a multiple day course and administration fee of 30 euros)
 - b. 30-39 days before the course begins, you will be refunded 50 % of your balance paid (less 180 deposit for a multiple day course and administration fee of 30 euros)
 - c. 0-29 days before the course begins, you will not be refunded any fee that you have paid for your course.
- 6) The name of the participant on the booking form and the séance protocol form is in correspondence with the name of the participant.
- 7) Participation in any course, retreat, séance or event is a voluntary act.
- 8) Lessons are exempt from VAT. Phoenix World reserves the freedom to change the training fees and General Delivery Conditions at any time.
- 9) The data obtained in the context of the work of the client will be regarded as confidential and will not be disclosed to third parties without the client's consent at Phoenix World. The obligation of confidentiality also applies after termination of the work or dissolution of the agreement
- 10) The initial deposit for any course or retreat is non-refundable
- 11) The fee for a separate séance, gathering or international event is non-refundable
- 12) In case of a 1 to 1 private session or online group session the fee needs to be paid in advance.
- 13) If you cancel your 1 to 1 private session at the latest 48 hours in advance you can get a refund or the appointment can be rescheduled. Please not in this case that with a refund there is a administration fee of 30 euros involved.
- 14) If the advertised venue cannot be offered as a location for the course due to circumstances, the organizer will arrange a similar alternative of the same quality.
- 15) Phoenix World has the right to cancel the course, retreat or event or to refuse the participation of the participant without stating reasons, in which cases the participant is entitled to a refund.
- 16) The participant can have another person participate in the course, retreat or event instead of the registered participant in consultation, in so far as the replacement is notified to Phoenix World before the start date of the course or event. The replacement participant must meet the conditions set by Phoenix World for the relevant course or event. Substitution after the start of the course or event is no longer allowed. This does not apply to seances.
- 17) Phoenix World undertakes to carry out the given assignments to the best of its knowledge and ability. However, the result to be achieved does not solely depend on the effort of the teacher/medium, but also on factors outside his sphere of influence. Although the teacher/medium will try to achieve the intended result with the assignment to the best of his ability, this result cannot be guaranteed for that reason.
- 18) Phoenix World, its employees or those who carry out work on assignment are not liable for any damage - by whatever name, regardless of the cause - that the participant may suffer through or during participation in the course or event, or execution of the assignment, except in the case of intent or gross negligence on the part of Phoenix World subject to appeal.

- 19) The intellectual property rights of the materials, models, texts and instruments used by Phoenix World in the performance of its work belong to Phoenix World, unless stated otherwise. The participants in the courses, workshops or events will not infringe the intellectual property rights of Phoenix World.
- 20) The copyright of information on the website as well as the work published by Phoenix World also rests in its hands.
- 21) We are allowed to change the program or part of the team if there are unforeseen circumstances, but the same quality will be guaranteed.

- 22) The courses, retreats and seances can never guarantee any development. Everything is offered as a personal learning experience.
- 23) We are not responsible during your stay for money, clothing, documents or any other valuable items. Please make sure you have travel insurance, should you need to cancel or amend your booking.
- 24) We are not responsible for personal injuries or any consequences because of certain events during a course or seance. Please make sure you have health insurance.
- 25) We suggest to every participant in a course or retreat to arrange a cancellation insurance.
- 26) The participant needs to be aware that a course or retreat is organized in a different country than you might live in with a different culture, food and habits. Please keep that in mind.
- 27) Anyone that has an allergy to any food type or ingredient must also declare this before you confirm your booking so that we have the opportunity to discuss this if we feel it is appropriate.
- 28) The accommodation does not provide à la carte meals but does promote a good balanced diet. Normal diets, vegetarians, Vegans, lactose free, gluten free, will all be able to book. There is no extra charge for any of the dietary requirements mentioned above.
- 29) Please note that all parts of any accommodation where Phoenix World offers courses and events, are strictly 'no smoking or vaping' areas. Smoking and vaping are only allowed outside or in our designated smoking area.
- 30) Phoenix World has placed a complaints procedure on its website that is transparent to everyone. For more information about the procedure, please refer to the complaints procedure on the website.