

REFUND POLICY DESCRIPTION

We provide refunds if...

You are unable to Attend the Booking due to any of the reasons listed below (and you have provided the required evidence shown in the individual reasons section below, and subject always to the General Conditions of Refund).

- Illness / Injury
- Pre-existing Medical Condition
- Pregnancy Complication
- Death of Immediate Family
- Mechanical Breakdown
- Home Emergency or natural disaster
- Jury Service
- Court Summons
- Armed Forces & Emergency Services Recall
- Relocated for Work
- Changes to Examination Dates
- The event is cancelled by the organiser.

In the cases listed above **You** will receive a refund of **Your** ticket price minus **Your** initial booking fees at the organisers discretion.

You must read the General Conditions of Refund below and the individual reasons section below, for full information on what we will and will not refund for each reason.

General Conditions of Refund. We DO NOT refund for:

- Any reason associated with a **Communicable Disease** pandemic or epidemic, including Covid-19. In case of such incidence, **We** reserve the right, and will move the event online at **Our** own discretion. In which case **Your** ticket will automatically be transferred across to participate online under the same prior **Booking**.
- Simply change of **Your** mind about Products & Services **You** have purchased;
- **Your Booking** is no longer wanted or needed.
- **Your** reason for refund must not have been reasonably foreseeable at the time **You** made the **Booking**.
- **You** must make all arrangements to arrive in time to **Attend** the **Booking**. No refunds are given for missed **Bookings**.
- You may and can be asked to provide supporting evidence at **Your** own expense, and a copy of the **Booking**.
- Maximum refund value per person will not exceed the total value of **Your** share of the **Booking**, minus all processing and booking fees.
- **You** must take all reasonable precautions or make reasonable alternate arrangements to prevent or reduce any refund request.

Requesting a Refund

Your refund application and payment will be handled by the Customer Support Team who act as the administrator of **Our** Refundable terms.

To apply for a Refund **You** must submit a clear email to soulflightceremony@gmail.com as soon as **You** know **You** cannot **Attend** the **Booking** if the reason is in agreement with our refund policy.

If **Your Booking** is cancelled due to unforeseeable events by the organiser themselves **Your** ticket will either be refunded or transferred to the next available **Booking**. **You** should contact soulflightceremony@gmail.com in this situation if you have not heard from the organiser within 48 hours.

In the event that **You** cannot attend for any reason NOT accepted in **Our** refund policy **You** may re-sell or transfer **Your** ticket to another consumer at **Your** own discretion. If this is the case **You** can email soulflightceremony@gmail.com and notify us of the change of name on the ticket.

No Tickets regarding this event can be used for promotional purposes without the Event organisers prior written consent.

Definitions

The following words or phrases have the meaning shown below wherever they appear in bold in this document.

We/Us/Our – We are the Organising agent with whom You made the Booking.

You/Your/Yourself – A person who has made a Booking alone or as part of a group with Us.

Armed Forces – Naval Service, Marines, Army or Air Force.

Attend – participate in, take part in, use, or be present at.

Booking – The pre-planned and pre-booked service(s)/event(s)/flight(s)/ticket(s) transacted with Us by You.

Communicable Disease – means any disease capable of being transmitted from an infected person or species to a susceptible host, either directly or indirectly, that has caused quarantines or restriction of movement of people.

Doctor – A qualified medical practitioner registered and licensed with a recognised professional body. A doctor cannot be You or a member of Your family.

Emergency Services – Police, Fire and Rescue Service or other Emergency Services.

Immediate family – Your husband, wife, partner, civil partner, parent, child, brother, sister, grandmother or grandfather, or stepfamily.

Paying Party – Any organisation or body who has a legal liability to pay compensation for the failure of the service, against whom You have a right of refund.

Evidence Required - Any evidence requested by our Customer Experience Team to verify the emergency circumstances.

Individual Reasons Section

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| Changes of examination date | Where You failed the examination previously and had to re-sit. |
| What we do not refund | Means the unforeseen change of the date of an examination for a course on which You are registered to the day(s) of the Booking . |
| Evidence that may be required | A copy of a notice from the examination body, school, college, university confirming the change of date. |

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| Emergency Circumstances | Means an unforeseen circumstance completely outside Your control and of no fault of Yours . The decision to refund is entirely at the discretion of our Customer Support Team. We will consider these circumstances and have no obligation whatsoever to provide a refund. |
| What we do not refund | Anything which Our Customer Support Team considers is not intended to be included in this list of valid reasons for refund. |
| Evidence that may be required | Any evidence requested by Our Customer Support Team to verify the emergency circumstances. |

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| Court Summons | Means You are summoned to appear as a witness in court proceedings on the day of the Booking of which You were unaware of the time of making the Booking . |
| What we do not refund | Any Court Summons in which You are a named Defendant in Criminal Proceedings or where You are the subject of Criminal Proceedings. |
| Evidence that may be required | A copy of the Court Summons. |

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| Jury Service | Means a summons for You to Attend Jury Service over the date of the Booking of which You were unaware at the time of making the Booking . |
| What we do not refund | Any Jury Service for which You cannot provide Evidence as below. |
| Evidence that may be required | A copy of the letter requiring Jury Service. |

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| Armed Forces & Emergency Services Recall | Means You as a member of the Armed Forces , Reserve Armed Forces or Emergency Services are recalled to work on the date of the Booking or are posted overseas and cannot Attend the Booking . |
| What we do not refund | You were aware of or had scheduled work on the date of the Booking , prior to making the Booking . You made an unsuccessful request for annual leave for the date of the Booking . |
| Evidence that may be required | A note from Your Commanding Officer or Line Manager to confirm being called into work or duty and that this was not Your original schedule. |

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| Relocated for Work | Means a requirement to move address imposed on You by Your employer, unknown to You at the date of Booking . The move may be temporary or permanent and must be more than 100 miles from Your home address at the date of Booking . |
| What we do not refund | Attendance at business meetings and business travel. Any temporary relocation for work must be for a period of at least 3 months. Voluntary relocation. |
| Evidence that may be required | A letter from Your current employer confirming the relocation details. |

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| Home Emergency | Means a Burglary, Fire, Malicious Damage or Flood at Your private residence up to 7 days immediately before the Booking , of which You were unaware of the time of making the Booking . |
| What we do not refund | Any Home Emergency for which You cannot provide Evidence as below. |
| Evidence that may be required | Burglary, Flood, Malicious Damage – A Police reference number or evidence from the submission of a claim to Your home insurance company. Fire – A report from the fire service and/or police. |

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| Adverse Weather | Means weather where a Government Agency has issued warnings not to travel which entirely prevents You from Attending the Booking . |
| What we do not refund | Adverse weather with no Government Agency warnings not to travel. |
| Evidence that may be required | A copy of the travel warning from the Government Agency. Confirmation of relevant route closures. |

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| Mechanical Breakdown | Means in the 24 hours prior to the Booking , the mechanical breakdown, accident, fire or theft of a vehicle taking You to the Booking . |
| What we do not refund | If You did not leave sufficient time to travel to the Booking. If You did not make reasonable alternative arrangements to Attend the Booking . |
| Evidence that may be required | Breakdown – A copy of the call out note from Your breakdown recovery service. An incident number or report from the Police or relevant traffic authority. |

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| Death | Means Your death or the death of an Immediate Family member or any person(s) in the Group due to Attend the event with You , up to 4 weeks prior to the date of the Booking any time prior to the Booking |
| What we do not refund | The death of a person not within Your Immediate Family or in the Group due to Attend the Booking . |
| Evidence that may be required | A death certificate. |
| Pregnancy Complication | Means a complication of pregnancy You were unaware of at the time You made the Booking and which results in You being unable to Attend the Booking . |
| What we do not refund | Normal Pregnancy. |
| Evidence that may be required | Doctor's note or Medical Certificate confirming, the date it occurred, and that it prevented You from Attending the Booking . (Receipt required for Doctor's note refund) |
| Pre-existing Medical Condition | Means a physical or mental health condition that You were aware of at the time You made the Booking that would not normally prevent You from Attending the Booking . |
| What we do not refund | Where guidelines for Your pre-existing medical condition would normally prevent You from Attending the Booking . |
| Evidence that may be required | Doctor's note or Medical Certificate confirming the details of the illness, the date it changed, and that it prevented You from Attending the Booking . (Receipt required for Doctor's note refund) |
| Illness / Injury | Means an Illness or accidental Injury to You or a member of Your Immediate Family. |
| What we do not refund | Any Illness or accidental Injury for which You cannot provide Evidence as below. |
| Evidence that may be required | Doctor's note or Medical Certificate confirming the details of the illness or injury, the date it occurred, and that it prevented You from Attending the Booking . |

We will consider these circumstances and have no obligation whatsoever to provide a refund.