

## 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](mailto: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](mailto: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](mailto: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**

Changes of examination date	Where <b>You</b> 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 <b>You</b> are registered to the day(s) of the <b>Booking</b> .
Evidence that may be required	A copy of a notice from the examination body, school, college, university confirming the change of date.

Emergency Circumstances	Means an unforeseen circumstance completely outside <b>Your</b> control and of no fault of <b>Yours</b> . The decision to refund is entirely at the discretion of our Customer Support Team. <b>We</b> will consider these circumstances and have no obligation whatsoever to provide a refund.
What we do not refund	Anything which <b>Our</b> 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 <b>Our</b> Customer Support Team to verify the emergency circumstances.

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

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

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

Relocated for Work	Means a requirement to move address imposed on <b>You</b> by <b>Your</b> employer, unknown to <b>You</b> at the date of <b>Booking</b> . The move may be temporary or permanent and must be more than 100 miles from <b>Your</b> home address at the date of <b>Booking</b> .
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 <b>Your</b> current employer confirming the relocation details.

Home Emergency	Means a Burglary, Fire, Malicious Damage or Flood at <b>Your</b> private residence up to 7 days immediately before the <b>Booking</b> , of which <b>You</b> were unaware of the time of making the <b>Booking</b> .
What we do not refund	Any Home Emergency for which <b>You</b> 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 <b>Your</b> home insurance company. Fire – A report from the fire service and/or police.

Adverse Weather	Means weather where a Government Agency has issued warnings not to travel which entirely prevents <b>You</b> from <b>Attending</b> the <b>Booking</b> .
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.

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

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

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