



General Terms and Conditions of Sale

Tourism Services

Article 1 - Preamble

Article 1.1. Designation of the Seller

Deep In Your Soul PTY LTD

ABN: 665 458 882

Registered Address: 42 Church Ave, Mascot, Sydney NSW 2020

Person in Charge: Isaac Parry

Phone: +61 452 616 103

Hereinafter referred to as "Soulfire."

Article 1.2. Purpose

The purpose of these general terms and conditions is to define the rights and obligations of the parties in the context of the sale by Soulfire of tourist services provided directly by Soulfire or by partner service providers, to consumers or travelers who have the legal capacity to enter into a contract (hereinafter referred to as "the Customer(s)").

Article 1.3. Definitions

- **Customer:** Individual who enters into a contract with Soulfire under these terms and conditions.
- **Service:** Travel services or tourist packages offered by Soulfire.
- **Online Contract:** Contract concluded for the purchase of services on Soulfire's official website or ticketing platform.
- **Distance Contract:** Contract concluded without the simultaneous physical presence of both parties, utilizing remote communication.
- **Durable Medium:** Any instrument that allows the Customer or Soulfire to store and reproduce information for future reference.

Article 2 - Content and Scope

These terms and conditions apply to all tourist services provided by Soulfire, including online sales and other distribution channels.

Any order or purchase implies acceptance of these terms and conditions, which prevail over other conditions unless expressly agreed upon by Soulfire and included in the reservation contract.

The Customer acknowledges having read and accepted these terms before placing an order or making a purchase.

Article 3 - Pre-Contractual Information

The Customer confirms receiving all necessary pre-contractual and contractual information in a clear and comprehensible manner, including details specified in the Australian Consumer Law and Tourism regulations.

Article 4 - Prices

Article 4.1. Final Price and Additional Taxes

The final price is announced in USD, inclusive of all applicable taxes, per person or package. It does not include transportation, personal expenses, or additional services not outlined in the reservation contract.

Article 4.2. Terms of Payment

- Payments can be made by credit card or bank transfer through Soulfire's official website or partner platforms.
 - Reservations are confirmed only after successful payment.
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Article 5 - Price Revisions

Prices may be subject to change before the reservation is finalized due to fluctuations in costs (fuel, taxes, or exchange rates). Customers will be notified of any changes at least 20 days before the event.

Article 6 - Reservations

Article 6.1. Prerequisites

The Customer must ensure they meet all travel requirements, including valid passports, visas, or other necessary travel documents.

Article 6.2. Reservation Procedure

Reservations are made online through Soulfire's official platforms. Customers must:

- Pay a deposit at the time of booking.
- Pay the remaining balance no later than 7 days after the initial reservation.

Failure to pay the balance will result in cancellation without a refund of the deposit.

Article 7 - Customer Obligations

Customers agree to act respectfully during their participation in Soulfire Festival. Any behavior that violates legal or social standards may result in exclusion from the event without a refund.

Article 8 - No Right of Withdrawal

As per Australian Consumer Law, services related to travel, accommodation, and events are exempt from the right of withdrawal.

Article 9 - Modification and Cancellation

Article 9.1. Modification by Soulfire

Soulfire reserves the right to modify services in minor ways and will notify Customers promptly. For significant changes, including price increases exceeding 8%, Customers may request a refund or accept the changes.

Article 9.2. Cancellation by the Customer

Cancellations must be communicated in writing. Cancellation fees are as follows:

- More than 30 days before the event: 40% of the total price.
- 29-23 days before the event: 60% of the total price.
- 22-16 days before the event: 80% of the total price.
- Less than 15 days before the event: 100% of the total price.

Article 10 - Insurance

The Customer is responsible for holding valid travel insurance. We will provide a valid travel insurance.

Article 11 - Personal Data Protection

Soulfire collects personal data to manage bookings and provide services. Data is stored securely and used solely for purposes outlined in these terms. Customers have the right to access, modify, or delete their data by contacting hello@deepinyoursoul.com.au.

Article 12 - Intellectual Property

All materials provided by Soulfire remain the property of Soulfire and may not be reproduced without permission.

Article 13 - Use of Images

By participating in Soulfire Festival, Customers agree to allow Soulfire to use images and videos for promotional purposes without additional compensation.

Article 14 - Dispute Resolution

Article 14.1. Applicable Law

These terms are governed by Australian law.

Article 14.2. Mediation

Disputes can be submitted to a mediation service for resolution.

Article 14.3. Jurisdiction

Any unresolved disputes will be handled by Australian courts under applicable law.

For further inquiries, contact us at support@deepinyoursoulgroup.com