

LIFEARCHITECT.COM

ONLINE STORE REGULATIONS

§ 1.

DEFINITIONS AND LEGAL ACTS

1. As used in the present Rules and Regulations, the following terms and expressions shall have the meanings set forth below:

- a) **Buyer** – Service Recipient who has concluded or intends to enter into a contract of purchase of the products offered in the Online Store.
- b) **Carrier** – company providing carrier services: Furgonetka, ul. Inżynierska 8, 03-422 Warsaw, KRS number: 0000694708, NIP (Tax Identification Number): 1132567365; REGON (National Business Registry Number): 140220084.
- c) **Clauses** - voluntary consents (declarations of will), expressed in the form of the so-called checkboxes provided in the Online Store website.
- d) **Consumer** - a natural person performing legal acts not directly related to their business or professional activity
- e) **Contract** – an agreement concluded remotely via the Online Store between the Buyer and the Seller.
- f) **Contract concluded remotely** - an agreement concluded between the Consumer and the Seller, within an organized framework of electronic contract conclusion methods, without the real-time physical presence of the parties, with the exclusive media of one or more permanent storing means of remote communication until the contract is concluded.
- g) **Helpline** - a call center available at the phone number provided on the Online Store website, where you can get information on the products offered in the Online Store, regulations of the Online Store and instructions how to place orders.
- h) **Organizers bank account:** Revolut Limited - registered in England and Wales under company number 08804411, with it's registered office at 9th Floor 107 Cheapside, London, United Kingdom, EC2V 6DN.
- i) **Online Store** - a set of websites, information and IT tools (ICT platform), by means of which the Service Provider delivers services over the Internet, in order to enable consumers such actions as i.a. browsing products, placing orders, concluding contracts remotely and accessing digital content, available on the website www.lifearchitect.com.

- j) **Order** - a declaration to purchase products, indicated by the Buyer via the Helpline, email or electronic form available on the Online Store website, submitted in a way that enables identification of the Buyer, products that are to be the subject of the contract concluded remotely, payment and delivery method, and selling price.
- k) **Organizer** - see Service Provider.
- l) **Participant** - a natural person who has purchased a product in the form of a service (Retreat) or intends to participate in one.
- m) **Privacy Policy** - a set of rules for the processing and protection of the Service Recipient's personal data, constituting an integral part of the present Rules and Regulations, provided free of charge on the Online Store website.
- n) **Product** - a product provided by the Seller, offered in the Online Store, which becomes the subject of purchase agreement, in particular, in the form of a boxed product (Life Architect Box), a service (Retreat, Coaching) or a digital product (LifeArcadia).
- o) **RODO** - Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).
- p) **Rules and Regulations** – the present regulations of providing e-commerce services in the Online Store.
- q) **Seller** – Service Provider who has concluded or intends to enter into a contract with the Buyer.
- r) **Service Provider** - Life Arcadia Limited with its registered office in London, 2a Ruckholt Road, Office 228, E10 5NP London, United Kingdom, registered under Reg No. 09608308,
- s) **User** – a Buyer, who established a User Account in the Online Store.
- t) **Service Recipient** - a natural or legal person, or an unincorporated organisational unit not being a legal person, able to acquire rights and incur liabilities on their own behalf, who shops in the Online Store.
- u) **User Account** – Buyer's individual account, opened in connection with the Order placed by the Buyer, facilitating the use of digital products and other functionalities of the Life Architect Panel.
- v) **Virtual Shopping Cart** - a tool enabling the Buyer to aggregate the products and calculate their value and delivery costs before purchase.

2. List of legal acts applied in the present Rules and Regulations:

- a) the **Civil Code Act** of April 23, 1964 (Journal of Laws of 2014, item 121, as amended),
- b) the Act of August 29, 1997 on the **Protection of Personal Data** (Journal of Laws of 2014, item 1182, as amended),
- c) the Act of 18 July 2002 on the **Provision of Electronic Services** (Journal of Laws of 2014, item 142, as amended),
- d) the Act of 30 May 2014 on **Consumer Rights** (Journal of Laws of 2014, item 827),
- e) the Act of 4 February 1994 on **Copyright and Related Rights** (Journal of Laws of 2014, item 631, as amended).

§ 2.

GENERAL PROVISIONS

1. The Online Store is run by the Service Provider.
2. The Service Provider provides services by electronic means in accordance with these Regulations, determined on the basis of art. 8 para. 1 of the Act on the Provision of Electronic Services, which specifies in particular the type and scope of these services, the conditions for concluding and terminating contracts of purchase, as well as the complaints procedure with regard to the provision of services.
3. These Regulations are made available to Service Recipients free of charge, via the website of the Online Store, in the form which makes it possible to download, save and print its contents.
4. The Service Recipient of the Online Store is obliged to comply with the provisions of these Regulations.
5. The Service Provider provides the following services electronically via the Online Store website:
 - a) information services enabling the Service Recipient to familiarize with the catalogues, price lists and availability of the products and services offered by the Service Provider via the Online Store website, as well as by sending marketing and commercial information to the Service Recipient's e-mail address (i.e. the newsletter),
 - b) communication services enabling to place orders, conclude purchase contracts and arrange for the delivery of purchased products.
 - c) Life Architect Panel, enabling to access and use purchased digital products, according to their specificity, and access other facilities available only to Users, such as downloading files related to products or view audio-visual materials, etc.
6. Services are provided to the Service Recipients who use device that meets the following technical requirements:
 - a) connection to the public Internet network,
 - b) web browser, which allows you to display on a computer screen HTML documents (the browser recommended is the latest version of Google)
 - c) screen resolution of 1366x768 pixels or more,

- d) cookies and Java Script files enabled in the browser.
7. If the Service Recipient uses computer hardware or software that does not meet the technical requirements stipulated in the preceding paragraph, the Service Provider does not guarantee the proper functioning of the Online Store and notifies that this may have a negative impact on the quality of services provided electronically.
 8. The User of the Online Store may neither use the Site or any Content for any purpose that is unlawful or prohibited, not take any action that may cause interference or damage to the proper working of the Online Store. Should the Service Provider be notified or obtain credible information about the unlawful nature of the data provided by the Service Recipient, the Service Provider reserves the right to bar any such activity and deny access to such data.
 9. The agreement on provision of electronic services by electronic means takes place when the Service Recipient starts to use a given service. The Service Recipient may terminate the use of a given service at any time by leaving the website of the Online Store, which is tantamount to terminating the agreement on provision of services by electronic means automatically, without the need to submit any additional statements.
 10. Complaints related to the functioning of the Online Store may be reported to the Service Provider via e-mail or traditional mail to one of the addresses provided in these Regulations. It is recommended that the Service Recipient provide his full name, correspondence address and the type and date of occurrence of the defect related to the services provided by the Service Provider.
 11. The Service Provider shall respond to the Customer's complaint promptly, no later than within 14 calendar days from the date of receiving the complaint by the Service Provider. Should the Service Provider fail to comply with the 14-day time limit, the Service Provider shall inform the Customer about the date when the complaint will be processed. Failure to respond to the complaint within the time specified in the preceding sentence is not tantamount to the Service Provider considering it justified.

§ 3.

CONCLUSION OF SALES CONTRACTS

1. Sales Contract between a Buyer and a Seller is concluded when the Buyer places orders via Helpline, electronic mail or the Online Store with the use of the Virtual Shopping Cart.
2. A Buyer who is a natural person may conclude agreements via the Online Store provided that he has full legal capacity.
3. A Buyer, not being a natural person, may authorize a person to conclude agreements on his behalf.
4. Commercial information contained in the Online Store does not constitute a business offer within the meaning of the Civil Code and only serves as an invitation to submit offers to conclude a Sales Contract.
5. In order to place an Order via the Online Store using the Virtual Shopping Cart, the Customer shall select the products and their number by adding them to the Cart, confirm

- the order to the Seller by clicking on the "Confirm" button and provide the contact, delivery and payment details, necessary to conclude and execute the agreement.
6. The selection of products ordered is made by adding them to the Virtual Shopping Cart with the exception of products in form of Coaching services which due to their specificity can be ordered only by submitting the application form displayed on the relevant subpage of the Online Store website or via Helpline.
 7. While placing an Order, until having clicked the "Confirm" button, the Buyer is free to modify the contents of his Virtual Shopping Cart and enter the relevant promotional code.
 8. After the final selection of the products to be purchased and clicking the "Confirm" button, the Buyer is directed to the form in which he shall:
 - a) enter login to an existing User Account or create a new one;
 - b) provide the delivery address, in the case of purchasing products whose specificity requires delivery,
 - c) make the payment via PayU / Tpay / PayPal
 9. Having completed the purchase order, the Buyer is directed to the subpage on which the assigned order number is provided.
 10. The Buyer shall provide true, up-to-date and complete data in the forms referred to in this paragraph. The data entered may not violate the applicable law or infringe upon the personal and other rights of third parties.
 11. The User may not disclose his login and password to the Online Store User Account to third parties.
 12. Placing an order via the Online Store with the use of the Virtual Shopping Cart constitutes a legally binding offer in the meaning of the Civil Code, submitted to the Seller by the Customer.
 13. Having received a correctly placed order, the Seller immediately sends to the Buyer's e-mail address, given upon placing an order or creating the User Account, confirmation of the offer being accepted within the meaning of the Civil Code. The e-mail confirmation sent by the Seller to the Buyer is considered as the time of concluding the contract.

§ 4.

PRICE AND PAYMENT CONDITIONS

1. Payments in the Online Store are made with the use of payment methods specified on the Online Store website.
2. All prices displayed in the Online Store are given in Polish zlotys and include tax on goods and services (VAT) in the amount stipulated by other provisions. Delivery costs are displayed separately.
3. Delivery costs shall be added to the order sale price (the total cost of selected products) when the specificity of purchased products requires delivery, unless the Seller is obliged to cover the delivery costs.
4. The order price is calculated according to the current prices and delivery costs at the moment of placing the order. The Seller reserves the right to change prices and delivery costs. These changes come into force within 7 days from their publication in the Online Store and do not apply to sales contracts

concluded before the date of their entry into force.

5. Payment methods that the Seller made available for purchase transactions in regard to each product are included in the product description on the Online Store website. Depending on the product, the Buyer can choose from the following payment methods:
 - a) bank transfer to the Seller's bank account, in the case of which the order will be executed after crediting the total amount of the order sale price onto the Seller's account,
 - b) electronic payment via one of the three payment gateways - PayU / Tpay / PayPal - in the case of which the order will be executed after crediting the total amount of the order sale price onto the Seller's account,
 - c) in cash, in the case of which the payment is made in person at the Seller's office upon handing over the product to the Buyer
6. The Buyer may request for an invoice and, to that end, provide contact and address details of the legal entity to which the invoice is to be written out. The Buyer may agree to have the invoice sent via electronic mail to the indicated e-mail address or via traditional mail to the indicated correspondence address.
7. The Seller is not registered as a VAT payer, therefore invoices issued by the Seller are non-VAT.

§ 5.

ORDER EXECUTION

1. A correctly placed order shall be delivered within the following delivery times:
 - a) up to 24 hours from the moment when the confirmation of order is sent to the Buyer, with regard to digital products - LifeArcadia,
 - b) up to 3 working days from the date of confirmation of order, with regard to boxed products - Life Architect Box,
 - c) on the day given in the product description in the Online Store or other day agreed on by the parties, with regard to products in the form of a service, i.e. Workshops, Retreats, Coaching.
2. Boxed products are delivered by the Carrier to the address indicated by the Buyer upon placing an order or creating a User Account.
3. If the Seller is not in position to execute the order within the time limit stipulated in paragraph 1, the Seller shall notify the Buyer immediately, no later than within 72 hours from the moment of obtaining such information, and indicate the earliest possible date in which the order may be executed. Should this happen, the Buyer retains the right to withdraw from the contract and the Seller shall make a full refund of the amount already paid by the Buyer.
4. Upon product purchase, the Buyer shall receive a product extension in the form of a series of e-mails on the subject matter of the chosen course or workshop.

§ 6.
RETREATS

1. The present article shall stipulate the Rules and Regulations of the organization of retreats as well as the Rules and Regulations for the participation in the retreats.
2. Each Participant of the retreat is obliged to follow the provisions of this article.
3. Retreats are educational activities held on the topics in accordance to the description provided on the relevant site of the Online Store.
4. The number of places available for each retreat is limited. Registration for the retreat shall continue until there are no more places available.
5. The retreat can be attended only by adult natural persons having full active legal capacity. Persons who do not meet the above requirements shall, in order to participate in the retreat, provide written consent from their legal guardians or participate in the retreat under their supervision.
6. A prerequisite for participation in the retreat is prior notification of willingness to book a retreat and payment of a non-refundable deposit or total cost of the retreat according to the provisions of the present Rules and Regulations and the description available on the relevant website of the Online Store.
7. Each Participant shall receive a booking confirmation once having met the prerequisites stipulated in the preceding provision. Booking confirmation will be sent by the Organizer to the e-mail address provided by the Participant while placing an Order or opening a User Account. Participants who, despite meeting these prerequisites, have not received booking confirmation, shall promptly notify the Organizer.
8. Should the Participant choose to pay the non-refundable deposit, the remaining amount is to be paid within next 30 days.
9. Should the Participant fail to register for the retreat due to no places available, they may enter the waiting list for this retreat. In the event of cancellation of another Participant's registration, their spot shall be offered to the next person on the waiting list (on a first-come-first-serve basis).
10. The Participant may cancel their participation in the retreat and indicate another person to fill in the vacated spot, without incurring additional costs, provided that the replacement meets the requirements for participation in the retreat. The Participant's replacement should confirm the willingness to participate in the retreat and accept the provisions of the present Rules and Regulations. Once these prerequisites are met, the amount paid by the Participant shall be transferred on the account of the Participant's replacement.
11. The organizer shall provide accommodation for the entire duration of the retreat.

12. Should the Participant cancel their participation in the retreat and not indicate another person to fill in the vacated spot, the following cancellation fees shall be charged by the Organizer:

- a. deposit - upon cancellation submitted 90 days or more prior the event start date,
- b. 50% of the cost of the retreat - upon cancellation submitted between 60 and 89 days prior of the event start date,
- c. total cost of the retreat - upon cancellation submitted not later than 59 days prior the event start date. The Organizer shall refund all the costs paid by the Participant using the same payment method as in the case of the initial payment for the retreat.

13. The cancellation of participation in the retreat shall be submitted by the Participant to the Organizer via e-mail or Helpline, along with the contact details of the person who is to fill in for the Participant or the request for reimbursement.

14. If, in the moment of cancellation the Participant didn't pay the whole amount for the retreat, he is still obliged to pay the remaining amount.

15. The receipt of the Participant's cancellation shall be confirmed by the Organizer. Should the Participant not receive such confirmation upon the correct submission of cancellation, they shall promptly notify the Organizer.

16. Should the Participant fail to submit cancellation to the Organizer not later than 59 days prior the event start date, the payments already made for the retreat shall not be refunded.

17. In order to participate in IFS Level 2 retreats, the Participant must present a proof of finishing the IFS Level 1 training to the Organizer.

17. The Organizer accepts no responsibility, financial or otherwise, for the contingency of the Participant developing an illness during the retreat, including tropical diseases (in the case of retreat held in tropical countries). By accepting the present Rules and Regulations, the Participant confirms that they are aware of the health risks as well as the disease preventive measures.

18. The Organizer accepts no responsibility, financial or otherwise, for the indispensable changes of the retreat dates for organisational reasons, such as sickness absence of organizers, group leaders or coaches. Unless the Participant is able to attend the retreat on the new due date, the Organizer shall refund the total amount paid by the Participant (including the deposit). The cancellation of participation in the retreat shall be submitted by the Participant to the Organizer via e-mail or Helpline, along with the payment request for reimbursement of the amount paid.

18. The Organizer is not obliged to ensure the total refund in the unlikely cases of natural disaster, war or other events beyond the Organizer's control. To avoid incurring costs, the Organizer suggests that Participants purchase an insurance that covers such contingencies.

19. The Organizer shall not be held accountable for the costs of airline change or cancellation fees, incurred by the Participant. The Participant is advised to purchase flight cancellation insurance on their own, so that in the event of the retreat's cancellation or postponement, the Participant shall receive a refund of the incurred airline costs.

20. Persons undergoing psychiatric treatment, struggling with an emotional crisis or suffering from other emotional problems are advised to consult the decision on participating in the retreat with the attending physician or psychotherapist.

21. The participants should themselves purchase the insurance policy that covers medical treatment and possible chronic diseases.

22. Retreats are organized by Life Arcadia Ltd. The payment for the retreat shall be made via a traditional bank transfer to the Organizers bank account.