



SUULA

RELEASE • RECONNECT • REVIVE

General Terms & Conditions

1. A Shared Foundation

At Suula, we create spaces for presence, connection, and meaningful experiences.

Our work spans a range of offerings—from location sourcing and experience design to fully facilitated retreats, offsites, and private gatherings.

These Terms & Conditions are here to support clarity, care, and mutual understanding. By engaging with Suula, you agree to these terms.

2. Scope of Services

Suula provides a range of services, which may be offered individually or in combination.

These may include, but are not limited to:

- sourcing and recommending locations or venues
- designing the structure, flow, and rhythm of gatherings
- coordinating logistics, partners, and bookings
- facilitating sessions, group processes, or shared experiences
- hosting and guiding the overall experience on-site

Each collaboration is unique. The exact scope of services will be defined in your proposal, agreement, or booking confirmation.

Only the services explicitly outlined in your proposal or agreement are included in the scope of work.

Not all elements apply to every engagement.

3. Our Way of Working

Suula offers its services with care, attention, and professional integrity.

Our work is based on a best-efforts commitment—meaning we dedicate our experience, presence, and expertise to creating meaningful experiences, without guaranteeing specific outcomes or results.

Each gathering is shaped in collaboration, and its impact depends on many factors, including the engagement and openness of participants.

4. Nature of the Experience

Depending on the type of gathering, Suula experiences may include practical, strategic, creative, or wellbeing-oriented elements.

Some programs may involve reflective, experiential, or body-based practices. Others may focus more on structure, environment, or facilitation.

Where such elements are included:

- participation is always optional
- you are invited to engage at your own pace and comfort

Suula's offerings are not a substitute for medical or psychological treatment.

5. Proposals & Agreements

Proposals and offers provided by Suula are valid for a period of 30 days, unless stated otherwise.

If not accepted within this timeframe, availability, pricing, or conditions may be adjusted.

6. Booking & Payment

A booking is confirmed upon receipt of payment or an agreed deposit.

Full payment is required prior to the start of the experience, unless otherwise agreed.

All prices are listed in EUR and include VAT where applicable.

7. Payment Terms

Invoices are payable within 14 days of the invoice date, unless otherwise agreed in writing.

Depending on the nature of the collaboration, Suula may work with staged payments (for example: a deposit, followed by one or more instalments). These will be outlined in your proposal or agreement. Payments are made via bank transfer to the account specified on the invoice.

If payment is not received within the agreed term:

- Suula reserves the right to pause or suspend ongoing work or preparation
- participation in an upcoming experience may be declined until payment is completed

In the case of continued non-payment, any reasonable costs related to collection may be passed on, in accordance with applicable law.

We approach this process with care and clarity, and will always aim to communicate openly should delays arise.

8. Pricing & Adjustments

Where experiences involve external partners or variable elements, pricing may be based on estimates at the time of proposal.

If unforeseen changes occur (such as partner pricing adjustments or logistical changes), Suula will communicate this transparently and align on any necessary adjustments in advance.

We aim to keep all pricing clear, fair, and aligned with the experience being created.

9. Collaboration & Communication

A Suula experience is shaped in collaboration.

You agree to provide timely and accurate information relevant to the preparation and delivery of the experience.

Delays in communication or missing information may impact timelines, flow, or outcomes, and we will align together where adjustments are needed.

10. Collaboration with Partners

Suula often collaborates with carefully selected partners to bring each experience to life.

This may include:

- venues and accommodation providers
- catering and hospitality services
- facilitators, guides, or activity providers

We choose our partners with care and intention.

At the same time:

- each partner operates under their own responsibility and conditions

- Suula is not liable for the acts or services of third parties.
- Additional terms from partners may apply and will be shared where relevant.

11. Collaboration & Non-Circumvention

Suula invests care in curating partnerships and bringing together locations, facilitators, and other collaborators as part of each experience.

Unless otherwise agreed in writing, introductions, concepts, and collaborations initiated through Suula are considered part of this work.

This means that, for a period of 12 months following a collaboration:

- you agree not to engage directly with partners introduced by Suula for the purpose of recreating or replicating a similar experience without Suula's involvement
- you will not intentionally bypass Suula in order to obtain similar services from these partners

This clause is not intended to limit natural relationships or future collaborations, but to honour the role of Suula in bringing people and elements together. If you wish to explore a direct collaboration with a partner, we simply ask that this is discussed openly so we can find a way forward that feels fair for all involved.

12. Cancellation & Changes

Each Suula experience is thoughtfully prepared in advance. This may include time spent on design, coordination, partner alignment, and other preparations prior to the gathering itself.

If you need to cancel:

- Work already carried out up to the moment of cancellation will be invoiced accordingly
- Any non-refundable costs incurred (such as partner bookings, venue reservations, or third-party services) will be passed on

In addition:

- The cancellation terms of partners (such as venues, accommodation providers, or other service providers) may apply
- Where applicable, these conditions will be shared with you in advance

If a cancellation occurs close to the start of the experience, or after substantial preparation has taken place, a larger portion—or the full agreed fee—may become payable.

You are welcome to transfer your place or booking to another participant or group, subject to prior agreement.

If Suula needs to adjust or cancel:

We may occasionally adjust elements such as program flow, location details, or partners.

If cancellation is necessary, we will always communicate openly and offer:

- a refund of any unused portion of the service, or
- the possibility to reschedule

Any non-recoverable costs already incurred may be deducted.

We approach changes and cancellations with care and transparency, and aim to find solutions that feel fair and respectful for all involved.

13. Participation & Shared Agreements

Participation in Suula offerings is guided by mutual respect, awareness, and shared responsibility.

All participants are asked to agree to our Participation & Sacred Space Agreement, which forms an integral part of these Terms.

This agreement supports:

- respectful interaction
- personal responsibility
- confidentiality and trust within shared spaces

14. Responsibility Within the Experience

Your role within a Suula experience may differ depending on the type of service provided.

For example:

- in location-only services, you or your team may lead the content and sessions
- in design collaborations, responsibility may be shared

- in fully facilitated experiences, Suula may take a more active guiding role

In all cases:

- you remain responsible for your own participation and decisions
- you are invited to communicate openly about needs, boundaries, and expectations

15. Health, Wellbeing & Personal Awareness

Where relevant to the nature of the experience, you are responsible for your physical and mental wellbeing.

You are invited to:

- listen to your body and boundaries
- share relevant information (e.g. allergies, injuries, or conditions) where needed
- engage in a way that feels appropriate for you

Participation in any optional activities is always at your own discretion.

16. Travel & Accommodation

Unless explicitly included in the scope of services, participants are responsible for arranging their own travel and transport.

Suula is not liable for delays, disruptions, or costs related to travel, including missed connections or late arrivals.

Where accommodation or travel is arranged through partners, their respective terms and conditions apply.

17. Insurance

Participants are responsible for their own insurance where relevant, including travel and personal liability insurance.

We encourage you to ensure you are appropriately covered for your participation.

18. Intellectual Property

All materials, concepts, formats, and content developed or shared by Suula as part of an experience remain the intellectual property of Suula, unless otherwise agreed.

They are intended for use within the context of the specific collaboration and may not be reproduced, distributed, or used commercially without prior consent.

At the same time, we honour the collaborative nature of the work and respect the contributions of all involved.

19. Liability

We take care in designing, coordinating, and facilitating our offerings.

At the same time, participation and engagement are at your own risk.

Suula is not liable for:

- personal injury or emotional responses
- loss of or damage to personal belongings
- outcomes related to decisions made during or after the experience
- services provided by third-party partners

Liability is limited to the amount paid for the service, unless otherwise required by law.

20. Privacy & Personal Data

We handle your personal information with care, transparency, and respect.

Our Privacy Statement explains how we collect, use, and protect your data in line with GDPR.

By engaging with Suula, you acknowledge and agree to this statement.

21. Photography & Media

During some experiences, photos or videos may be taken.

We will always:

- inform you in advance

- ask for consent where appropriate
- respect your preferences

22. Questions or Concerns

If something does not feel aligned during our collaboration, we invite you to reach out and share this with us.

We value open communication and will always aim to find a thoughtful and fair way forward together.

23. Force Majeure

There may be circumstances beyond our control that affect an experience.

In such cases, we will communicate transparently and seek appropriate solutions together.

24. Governing Law

These Terms are governed by the laws of the Netherlands. Any disputes will be submitted to the competent court in the Netherlands.

25. A Gentle Closing

Suula brings together place, people, and intention.

Each experience is shaped with care—sometimes lightly, sometimes more hands-on—but always in collaboration.

These terms are here to support that shared process, so that clarity allows for ease, trust, and meaningful moments to unfold.

You are welcome exactly as you are—and invited to participate in a way that feels aligned for you.

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