



Lasting Moments Service Terms

Customer booking and service conditions

Ro Po Co Pty Ltd trading as Feelspace | ABN 37 688 697 707

hello@feelspace.net.au | feelspace.net.au | Melbourne, Victoria, Australia

Effective date: 25 July 2026

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These terms are designed to be provided with a quote or booking confirmation. The customer should be asked to accept them before work begins.

These terms must be checked by an Australian commercial solicitor before first paid use, particularly the payment, cancellation, liability, executor and post-death authority provisions.

1. Parties and service

The supplier is Ro Po Co Pty Ltd trading as Feelspace. Lasting Moments provides preparation and presentation of a genuine pre-recorded video supplied by or on behalf of the person appearing in the recording. Feelspace does not recreate, imitate or generate a deceased person after death as part of this service.

2. Quote, price and booking

The standard public price displayed at the date of this document is AUD \$3,699 for the stated service scope. The final written quote will identify inclusions, travel, venue requirements, taxes if applicable, payment dates and any approved variations. A booking is not confirmed until written confirmation is issued and the booking payment stated in the invoice is received.

3. Customer authority

The customer confirms that they are authorised to enter the booking and to provide the submitted content. Where the person in the recording is living and capable, their direct consent should be obtained. Where another person acts on their behalf, Feelspace may require evidence of authority. Family relationship alone does not automatically establish legal authority.

4. Customer responsibilities

- Provide accurate information, suitable footage and requested approvals by the agreed deadlines.
- Ensure the content is lawful and does not infringe privacy, copyright, confidentiality or other rights.
- Notify Feelspace promptly of changes to the date, venue, access, service order or authorised contact.
- Arrange venue permission, safe access, suitable flooring, power and any required coordination with venue staff.
- Ensure children or vulnerable people appearing in content have appropriate consent from a lawful guardian.
- Maintain backup copies of original recordings unless Feelspace agrees otherwise in writing.

5. Recording quality and editing

The finished result depends on the original footage. Feelspace may crop, resize, adjust exposure, remove a background, balance sound, add approved text and make other technical changes reasonably required for the presentation. Feelspace will not materially alter the speaker's intended

meaning without written approval. Additional restoration, extensive editing or new production work may require a variation fee.

6. Approval

Where time permits, Feelspace may provide a preview or confirmation copy for approval. The customer must review names, dates, wording, image, sound and sequence carefully. Approval confirms that the presentation may proceed, subject to venue and technical conditions. Late changes may not be possible and may involve additional cost.

7. Venue and presentation conditions

The customer must provide correct venue information and facilitate safe, timely access. The equipment requires stable power, suitable access, a hard level surface and an environment appropriate for electronic equipment. Bright light, direct sunlight, weather, reflective surfaces, viewing angle, room layout and venue restrictions can affect the presentation.

8. Timing

The standard booking window is two hours unless the quote states otherwise. This includes reasonable setup, presentation and pack-up time. Delays outside Feelspace's control may reduce available presentation time or require an extension fee if additional time and staff are available.

9. Technical contingency

Feelspace will take reasonable care in preparation and testing. If equipment, venue systems, power, supplied media or circumstances outside reasonable control prevent the intended presentation, Feelspace may use a reasonable alternative, including replay from another suitable display or rescheduling where appropriate. The applicable remedy will depend on the cause, the seriousness of the failure and Australian Consumer Law.

10. Payments

Invoices must be paid by the stated due date. Feelspace may pause preparation or withhold confirmation if payment is overdue. Payment plans are available only where separately agreed in writing. No term excludes rights that cannot be excluded under Australian Consumer Law.

11. Cancellation and rescheduling

The separate Cancellation, Rescheduling and Refund Policy forms part of these terms. Any amount retained following cancellation will be limited to reasonable work performed, committed third-party costs and loss reasonably incurred, subject to Australian Consumer Law and any written agreement.

12. Privacy and confidentiality

Feelspace will handle personal information and recordings in accordance with its Privacy Policy and agreed service instructions. Private recordings will not be used for promotion without a separate media release.

13. Intellectual property

The customer retains their rights in original material supplied by them. The customer grants Feelspace a limited licence to copy, edit, format, store, transport and present that material only as needed to provide the service and meet record-keeping obligations. Feelspace retains ownership of its templates, processes, graphics, software, branding and production methods.

14. Prohibited content

Feelspace may refuse content that is unlawful, threatening, defamatory, exploitative, discriminatory, infringing, unsafe or likely to cause serious harm. Where a family dispute or authority concern arises, Feelspace may pause the service until adequate written authority or agreement is provided.

15. Consumer guarantees

Our services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled to cancel your service contract and to a refund for the unused portion, or to compensation for its reduced value. You are also entitled to be compensated for any other reasonably foreseeable loss or damage. You are also entitled to have a problem with the service remedied if it is not a major failure.

16. Liability and insurance

Nothing in these terms excludes liability that cannot lawfully be excluded. To the extent permitted by law, Feelspace is not responsible for loss caused by inaccurate instructions, unauthorised content, unsuitable customer-supplied footage, venue failures, third-party equipment, power interruption, unsafe access or events beyond reasonable control. Customers should consider whether their own event or venue insurance is appropriate.

17. Complaints and disputes

Please raise concerns promptly by emailing hello@feelspace.net.au. We will attempt to resolve the matter fairly and in good faith. If unresolved, the parties may consider mediation before court proceedings, without limiting urgent rights or consumer remedies.

18. Governing law

These terms are governed by the laws of Victoria, Australia, subject to mandatory consumer law and any law that cannot be displaced.