



Cancellation, Rescheduling and Refund Policy

Public policy and booking attachment

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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This policy is intended to sit alongside the Lasting Moments Service Terms and the customer's written quote.

1. Purpose

Funeral, memorial and advance-planning arrangements can change unexpectedly. Feelspace will approach changes with sensitivity while also accounting for work already completed, travel commitments and third-party costs.

2. How to request a change

Contact hello@feelspace.net.au as soon as possible. A request is not confirmed until Feelspace acknowledges it in writing. Include the booking name, proposed date, venue and the change requested.

3. Rescheduling

Where operationally possible, Feelspace will transfer the booking to a new date. Availability, location, operator access and venue requirements must be reconfirmed. Reasonable additional travel, accommodation, courier, venue or staffing costs caused by the change may be charged if disclosed and agreed before proceeding.

4. Customer cancellation

If the customer cancels, Feelspace will calculate any refund by considering amounts paid, work already performed, non-recoverable third-party costs, travel commitments, production time reserved and loss reasonably caused by the cancellation. Feelspace will not impose a penalty that is disproportionate to its reasonable loss. Any rights under Australian Consumer Law continue to apply.

5. Cancellation before production begins

Where no substantive production work has begun and no non-recoverable cost has been incurred, Feelspace will refund amounts paid less any disclosed and reasonable administration or payment processing cost permitted by law.

6. Cancellation after production begins

Where editing, preparation, testing, travel booking, operator allocation or other work has begun, Feelspace may retain or invoice a reasonable amount for that work and committed cost. A breakdown can be provided on request.

7. Changes caused by death timing or service arrangements

For advance-planning bookings, the eventual service date may be unknown. Feelspace will keep the booking record and recording according to the agreed retention arrangements. When presentation details become known, availability and current venue requirements will be confirmed. If the service cannot proceed due to changed circumstances, the parties will discuss a fair outcome based on work completed and any continuing value provided.

8. Cancellation or failure by Feelspace

If Feelspace cancels for reasons within its control and cannot provide a reasonable alternative, amounts paid for the undelivered portion will be refunded. If the service fails to meet a consumer guarantee, remedies will be provided as required by Australian Consumer Law.

9. Events outside reasonable control

Events may include severe weather, transport interruption, venue closure, power failure, emergency, illness, government restriction, equipment damage or other circumstances beyond reasonable control. Feelspace will use reasonable efforts to provide an alternative, reschedule or agree a fair adjustment. This clause does not remove non-excludable consumer rights.

10. Refund timing

Approved refunds will ordinarily be processed to the original payment method within 10 business days, although banks and payment providers may require additional time.

11. Contact

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