



Partner Booking Terms

Registration, pricing, payment, memorial activation, confidentiality and brand 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 apply to approved Industry Partners using the Lasting Moments partner portal and form part of each client registration and memorial activation.

1. Parties and application

These terms apply between Ro Po Co Pty Ltd (ABN 37 688 697 707) trading as Feelspace and the approved Industry Partner submitting a client registration, memorial activation or record update. They operate together with any signed Industry Partner Agreement, confidentiality deed, licence terms and written quotation. If there is inconsistency, the signed agreement or later written terms issued by Feelspace prevail.

2. Partner relationship

The Industry Partner contracts with and invoices its own client. Feelspace separately supplies the agreed hologram service to the Industry Partner. The Partner is responsible for its own representations, customer terms, collection of money, taxes and compliance obligations. Nothing in these terms creates employment, agency, franchise, joint venture or authority for the Partner to bind Feelspace.

3. Client registration and payment

A client may be registered before any funeral or memorial date is known. Registration begins the recording and preparation pathway. The applicable Industry Partner fee is due in full immediately when the client is registered. The Partner remains liable to Feelspace regardless of whether it has collected payment from its own client.

4. Pricing and maximum approved client price

The current standard Industry Partner price is \$3,300 and the maximum approved client price is \$3,699. For a regional or extended-travel service, the current Industry Partner price is \$3,400 and the maximum approved client price is \$3,799. This provides a gross margin of \$399 when the approved client price is charged. The Partner must not advertise, quote or charge more than the applicable maximum approved client price unless Feelspace gives prior written approval. The Partner may charge less at its own discretion, but this does not reduce the amount payable to Feelspace. Travel, access, venue or service requirements outside the confirmed service scope may require a written variation.

5. Memorial activation

When the person has passed away and the funeral or memorial details become known, the Partner must submit the date, time, venue and required logistical information through the partner form as soon as reasonably possible. Submission of an activation request does not itself confirm the presentation.

6. Confirmation and availability

A memorial presentation is confirmed only when Feelspace has checked the requested date, production readiness, venue access, travel and service requirements and has issued written confirmation. The Partner must not promise, advertise or represent that a date is confirmed before receiving that written confirmation.

7. Recordings and authority

Recordings may be up to 90 minutes. The Partner warrants that the person appearing in the recording, or an authorised representative where appropriate, has approved the recording, contact details and other materials supplied to Feelspace. Feelspace may require revised footage where submitted material is

unsuitable, incomplete, unsafe, unlawful, technically deficient or inconsistent with the service.

8. Communication, permissions and privacy

The Partner authorises Feelspace to communicate directly with the client, authorised family representative, funeral director, celebrant and venue where reasonably required for recording guidance, video transfer, production, preview, approval, access and delivery. The Partner must obtain all necessary permissions before providing personal information or recordings and must handle all information in accordance with applicable privacy obligations and the Feelspace Privacy Policy.

9. Confidentiality and data protection

The Partner must keep confidential all non-public information relating to Feelspace, its clients, recordings, methods, pricing, systems, documents, suppliers, operators, leads and business arrangements. Confidential information may be used only to provide or promote approved Feelspace services and may be disclosed only to personnel who need it and are bound by equivalent obligations. The Partner must use reasonable security, promptly report any suspected loss or unauthorised access, and on request or termination return or securely delete confidential information except where retention is required by law. These obligations continue after the partnership or booking ends.

10. Service delivery

Feelspace works discreetly in the background and coordinates with the funeral director, celebrant and venue. Feelspace will use reasonable care to prepare, deliver, set up, test, operate and remove the hologram presentation within the confirmed scope. The memorial service remains under the control of the relevant funeral professional or venue.

11. Access and venue requirements

The Partner must provide accurate venue, contact, access, loading, parking, power, timing and placement information. The venue must provide a safe, level and suitable indoor area, a clear delivery route and reliable power. Feelspace may decline, delay, relocate or cease setup where access or conditions are unsafe, unsuitable or materially different from the information supplied.

12. Changes, delays and overtime

The Partner must notify Feelspace immediately of changes to the date, time, venue, access or service order. Changes are subject to availability and may attract additional charges. Delays will be accommodated where operationally possible. Where a delay affects another confirmed service, overtime is charged at \$100 for each commenced 10-minute period and Feelspace may need to conclude or remove the unit to protect another commitment.

13. Cancellation, rescheduling and refunds

Because preparation, production capacity and operational resources are allocated from registration onward, payments are not automatically refundable. Feelspace may retain amounts reasonably reflecting work performed, costs incurred and capacity reserved. Any refund, credit, transfer or rescheduling arrangement is at Feelspace's written discretion except where Australian Consumer Law requires otherwise. If Feelspace cannot provide a confirmed service for reasons within its control, its liability is limited to the remedies required by law and, where permitted, the amount paid to Feelspace for the affected service.

14. Partner conduct and approved representations

The Partner must describe the service accurately, use only current approved materials, avoid aggressive, misleading or unsubstantiated claims, and protect the dignity of clients and families. The Partner must not promise specific visual results, availability, delivery timing or service inclusions beyond those confirmed by Feelspace in writing.

15. Brand and intellectual property

Feelspace and Lasting Moments names, logos, artwork, documents, portal content, methods, systems, recordings prepared by Feelspace and other intellectual property remain owned by or licensed to Feelspace. The Partner receives a limited, revocable, non-transferable right to use approved materials solely to promote and administer the authorised service. The Partner must not alter branding, register similar names or domains, imply ownership, copy the service system, sublicense materials or continue using Feelspace branding after approval ends.

16. Limitation and force majeure

To the maximum extent permitted by law, Feelspace is not responsible for indirect, consequential or special loss, loss of profit, emotional reaction, venue conduct, third-party equipment failure, delays outside its reasonable control or failures caused by inaccurate information, unsuitable recordings, unsafe access, power interruption, transport disruption, severe weather or other force majeure events. Nothing in these terms excludes rights that cannot lawfully be excluded.

17. Acceptance, updates and termination

Submitting the partner form, making payment, supplying client material or requesting memorial activation constitutes acceptance of these terms by the Industry Partner. Feelspace may update these portal terms for future registrations. The terms applying to an existing registration are those issued or accepted at the relevant time unless changed by written agreement. Feelspace may suspend or withdraw portal access or brand permission where the Partner breaches these terms, creates legal or reputational risk, mishandles confidential information or fails to pay amounts due.