

General Terms and Conditions

Bhakti Event GmbH

General Terms and Conditions (GTC) for our own events/courses and the seminar house accommodation contract and customer information

I. General Terms and Conditions

§ 1 Basic provisions and scope

(1) The following terms and conditions apply to contracts that you conclude with us as the provider (Bhakti Event GmbH) via the website www.events.bhaktimarga.org. Unless otherwise agreed, the inclusion of any terms and conditions you may use is hereby rejected.

(2) A consumer within the meaning of the following provisions is any natural person who enters into a legal transaction for purposes that are predominantly neither commercial nor self-employed. An entrepreneur is any natural or legal person or a partnership with legal capacity who, when entering into a legal transaction, acts in the exercise of their independent professional or commercial activity.

(3) The subject matter of the contract is the rental of seminar house rooms for accommodation, as well as other services provided to the customer (such as ticket sales for in-house events/seminar courses) and the offering of combination packages consisting of overnight accommodation in the seminar house combined with a ticket to an in-house event or a seminar course.

a. The subletting or re-letting of the rooms provided, as well as their use for purposes other than accommodation, require the prior written consent of the seminar house, whereby § 540 paragraph 1 sentence 2 BGB (German Civil Code) is waived if the customer is not a consumer.

b. For stays at the centre (seminar house) in Springen, the customer agrees to abide by the house rules.

§ 2 Conclusion of the contract, contractual partners; limitation period

1. The contract is concluded upon acceptance of the customer's application by the

Seminar House. The Seminar House is free to confirm the room booking in writing. The binding registration (confirmation email from the Seminar House or telephone confirmation when booking overnight stays) gives rise to the payment claim.

2. The contracting parties are the seminar house and the customer. If a third party has made the booking on behalf of the customer, they shall be jointly and severally liable with the customer to the seminar house for all obligations arising from the seminar house accommodation contract, provided that the seminar house has received a corresponding declaration from the third party.

3. By placing the respective offer on our website, we are already making you a binding offer to conclude a contract via the online shopping basket system under the conditions stated in the item description.

The contract is concluded via the online shopping basket system as follows:

The services intended for purchase are placed in the "shopping basket". You can access the "shopping basket" at any time via the corresponding button in the navigation bar and make changes there.

After clicking on the "Checkout" or "Continue to order" button (or similar designation) and entering your personal data and payment terms, the order data will be displayed to you as an order overview.

Before submitting the order, you have the opportunity to check the details in the order overview again, change them (also using the "back" function of your internet browser) or cancel the order.

4. By submitting the order via the corresponding button ("order with obligation to pay", "buy" / "buy now", "order with obligation to pay", "pay" / "pay now" or similar designation), you declare your legally binding acceptance of the offer, thereby concluding the contract.

5. Your requests for quotations are non-binding for you. We will send you a binding offer in text form (e.g. by email), which you can accept within 5 days (unless a different period is specified in the respective offer).

The processing of the order and the transmission of all information required in connection with the conclusion of the contract is partly automated by e-mail. You therefore must ensure that the of you at us provided e-mail address is correct, that the receipt of e-mails is technically ensured and, in particular, that it is not prevented by SPAM filters.

6. All claims against the seminar house shall become time-barred one year after the start of the limitation period. Claims for damages shall become time-barred after five years, regardless of knowledge. The shortened limitation periods shall not apply to claims based on an intentional or grossly negligent breach of duty by the seminar house.

§ 3 Contract content

3.1 The contract content is based on the services booked/purchased in each case. In the case of a digital online booking, the scope is determined by the service description of the respective offer on the website.

a. The following applies in particular to events:

Various courses and events are offered, some of which are subject to a fee. The respective service descriptions are based on the course content for the course booked. Where applicable, a distinction is made below between courses and events, as indicated.

The prices for the courses and events are final prices and include statutory value added tax. Prices for accommodation or meals are not included in the price. Accommodation must be booked separately if required.

b. The following applies in particular to accommodation:

Guests have a choice of different accommodation options in single, double or shared rooms. The prices quoted include the statutory taxes and usually three vegetarian meals per day.

Accommodation in the rooms is generally separated by gender. There is no entitlement to accommodation with specific persons; however, accommodation requests will be taken into account as far as possible when booking.

Rooms are available from 4 p.m. on the day of arrival at the earliest and must be vacated by 10 a.m. on the day of departure. Arrival after 10 p.m. is only possible with prior arrangement and confirmation by the registration team. In the event of late arrival, the guest is no longer entitled to admission. The provider is nevertheless entitled to the full accommodation price. For security reasons, access to the building is not possible between 10 p.m. and 6.45 a.m. Deviations from this rule are only possible with the agreement of the registration team.

Offers made by the provider are always subject to change and non-binding. The booking link without a shopping basket system on the internet platform does not constitute a binding offer within the meaning of Section 145 of the German Civil Code (BGB). Bookings/orders are only considered accepted once a corresponding confirmation (e.g. email) has been sent by the provider confirming the booking. For overnight stays, telephone bookings are possible; in this case, verbal confirmation of the booking applies. If the customer's booking/order can no longer be accepted, the customer will be notified (usually by email). If a booking request can no longer be fulfilled and alternatives are offered, these are also only considered accepted after reconfirmation by the provider.

Pets are not allowed in the building in Springen (Shree Peetha Nilaya). Smoking is not permitted anywhere in the building. Lost property will be kept for a period of 2 months and will be sent to the customer upon advance payment of the costs incurred.

As a guest, the customer agrees to abide by the house rules and to recognise the domiciliary rights of the provider and its vicarious agents.

§ 4. Services, prices, payment, offsetting

4.1 The seminar house is obliged to keep the rooms booked by the customer available and to provide the agreed services. The obligation to keep rooms available ends at 6 p.m. on the day of arrival, unless a later arrival (late check-in) has been agreed.

The customer is obliged to pay the applicable or agreed prices of the seminar house for the provision of rooms and any other services used by them. This also applies to services and expenses incurred by the seminar house to third parties at the customer's request.

4.2 Deposits and full payment prior to the provision of services may be required for all bookings/purchases. If the deposits are not paid by a set deadline, the seminar house is entitled to an immediate right of withdrawal, which can be exercised by email to the customer.

4.3 The agreed prices include the applicable statutory value added tax, unless otherwise indicated.

4.4 If the period between the conclusion of the contract and the fulfilment of the contract exceeds 5 months and the price generally charged by the

seminar centre generally charges for such services, the seminar centre may increase the contractually agreed price by a reasonable amount, but by no more than 5%.

4.5 The prices may also be changed by the seminar centre if the customer subsequently requests changes to the number of rooms booked, the services provided by the seminar centre or the length of stay of the guests and the seminar centre agrees to the change.

4.6 Invoices from the seminar centre without a due date are payable without deduction within 7 days of receipt of the invoice. The seminar venue is entitled to demand payment of accrued claims at any time and to demand immediate payment. In the event of late payment, the seminar venue is entitled to charge interest at a rate of 8% or, in the case of legal transactions involving a consumer, 5% above the base rate. The seminar venue reserves the right to prove higher damages.

4.7 The seminar house is entitled to demand an appropriate advance payment or security deposit upon conclusion of the contract, taking into account the legal provisions. The amount of the advance payment and the payment dates can be agreed in writing in the contract.

4.8 The customer may only offset a claim against a claim by the seminar centre in whole or in part if the claim is undisputed or has been legally established.

4.9 Until proof of full payment of the course/seminar/event fee by the customer has been provided, the seminar centre may refuse the customer participation in the booked courses/seminars.

§ 5 Withdrawal by the customer (i.e. cancellation) / Non-utilisation of the services of the seminar centre (no show)

Withdrawal by the customer from the contract concluded with the seminar centre requires the written consent of the seminar centre. If this is not given, the agreed price from the contract must be paid even if the customer does not make use of the contractual services. This does not apply in the event of a breach of the seminar centre's obligation to take into account the rights, legal interests and interests of the customer, if the customer can no longer be reasonably expected to adhere to the contract as a result,

or if the customer is entitled to any other statutory or contractual right of withdrawal. If a date for withdrawal from the contract has been agreed in writing between the seminar house and the customer, the customer may withdraw from the contract until that date without triggering any payment or compensation claims by the seminar house. The customer's right of withdrawal expires if they do not exercise their right of withdrawal in writing or by email to the seminar house by the agreed date, unless there is a case of withdrawal by the customer in accordance with clause 4, section 1, sentence 3.

5.1 For overnight stays

a. Cancellations of booked overnight stays can be made in writing or by email. Cancellations and requests for refunds must be sent to the following address: Bhakti Event GmbH, Am Geißberg 2, 65321 Heidenrod, Germany, or by email to: events@bhaktimarga.org .

b. A certain cancellation fee may be charged for cancellations of overnight stays that have already been booked.

"cancellation fee" may be charged. This will be levied if the space cannot be reallocated. The provider will endeavour to reallocate cancelled bookings. The customer is free to prove that the claim has not arisen or has not arisen in the amount claimed. The seminar centre is free to prove that a higher claim has arisen.

c. For cancellations between the 6th week/42 days and up to 7 days before arrival: 20% cancellation fee.

d. For cancellations between 6 days and 24 hours before arrival: 50% cancellation fee.

e. For cancellations less than 24 hours before arrival: 100% cancellation fee.

f. If a guest arrives later than 10 p.m. on the day of arrival without notifying us of their delay by telephone or other means, this shall be considered a cancellation, with the result that the booking shall no longer be valid.

g. For rooms not used by the customer, the seminar house shall charge the income from renting the rooms to other parties as well as the saved expenses (10%).

5.2 For events/courses without overnight accommodation

a. The cancellation of an event scheduled for a specific calendar day can be made by email. A right of withdrawal exists in accordance with Section 312g (2) No. 9 of the German Civil Code (BGB).

No, as these are services related to leisure activities that are provided on a specific date.

Cancellations and refund requests must be sent to the following address: Bhakti Event GmbH, Am Geißberg 2, 65321 Heidenrod, Germany, or by email to: events@bhaktimarga.org

- b. In the event of cancellation 6 weeks/42 days before the start of the event, a 100% refund of the course fee. Cancellation is possible free of charge 42 days/6 weeks before the start of the event/course.
- c. For cancellations between the 6th week/42 days and up to 7 days before the event: 20% cancellation fee.
- d. For cancellations between 6 days and 24 hours before the event: 50% cancellation fee.
- e. For cancellations less than 24 hours before the event: 100% cancellation fee.
- f. Once the course has started, no refund of the course fee is possible.

5.3 For events such as the Just Love Festival (JLF) tickets

a. Cancellations for events scheduled for a specific calendar date can be made by email.

Cancellations should be sent to:

Bhakti Event GmbH

Am Geißberg 2

65321 Heidenrod

events@bhaktimarga.org

- b. There is no right of withdrawal in accordance with § 312g para. 2 no. 9 BGB (German Civil Code), as these are services related to leisure activities that are provided on a specific date.
- c. In the event of cancellation by the participant, the ticket price for Just Love Festival tickets will not be refunded.
- d. If the event is cancelled for reasons for which Bhakti Event GmbH is responsible, the ticket price will be refunded in full.

5.4 For combination packages for JLF / Countryweeks consisting of accommodation and a ticket to the event/course

The ticket for the JLF event is generally non-refundable.

The following cancellation conditions apply exclusively to the accommodation portion of the combination package.

a. Cancellation of accommodation can be made by email. Cancellation requests and refund applications should be sent to:

Bhakti Event GmbH, Am Geißberg 2, 65321 Heidenrod, United Kingdom, or by email toevents@bhaktimarga.org.

b. If a deposit was required for the accommodation and has already been paid, it will not be refunded. The deposit can be up to 30% of the total price.

The amount of the refund depends on the time of cancellation:

Until 6 weeks (42 days) before event start: 100 % Refund of the accommodation price. Cancellation is free of charge during this period.

Between 6 weeks (42 days) and 7 days before the start of the event: 80% refund (20% cancellation fee).

Between 6 days and 24 hours before the start of the event: 50% refund (50% cancellation fee).

Less than 24 hours before the start of the event:
No refund (100 % cancellation fee).

Please note: The ticket price for the event remains payable in all cases and will not be refunded, regardless of the time of cancellation.

5.5 Different cancellation policy

a. In the event of a different cancellation policy within the respective service description, this shall apply to you as a *lex specialis* provision within the respective service description.

In the event of conflicting cancellation policies, the one that is more favourable to you shall apply. Please refer to the respective service description.

b. The right to extraordinary termination in accordance with § 626 BGB remains unaffected.

5.6 Refund policy for Zero Waste Package & Holi Package at Just Love Festival:

Up to arrival → 100% refund

If you do not at festival attend, you will receive a a full refund for the Zero Waste and Holi Package.

§ 6 Cancellation by the seminar centre

6.1 If a free right of withdrawal for the customer within a certain period has been agreed in writing

, the seminar house is entitled to withdraw from the contract during this period if there are enquiries from other customers for the contractually booked rooms and the customer does not waive their right of withdrawal upon enquiry by the seminar house.

6.2 If an agreed advance payment or an advance payment required in accordance with clause 4 (7) above is not made, the seminar centre shall also be entitled to withdraw from the contract.

6.3 Furthermore, the seminar centre is entitled to withdraw from the contract for objectively justified reasons, for example if force majeure or other circumstances beyond the control of the seminar centre make it impossible to fulfil the contract; rooms are booked under misleading or false statements of material facts, e.g. regarding the identity of the customer or the purpose of the booking; the seminar centre has reasonable grounds to believe that the use of the seminar centre's services may jeopardise the smooth running of the business, the safety or the public reputation of the seminar centre, without this being attributable to the seminar centre's sphere of control or organisation; there is a violation of clause 1, section 3, letter a.

6.4 In the event of justified withdrawal by the seminar centre, the customer shall not be entitled to claim damages on the basis of the withdrawal.

§ 7 Liability

7.1 Liability of the customer

As guests, customers are required to treat the premises and furnishings with care. The guest is fully liable for any damage caused by them or by third parties or animals accompanying them.

7.2 Liability of the seminar house

The seminar house is liable for its obligations under the contract with the diligence of a prudent businessman. The seminar house is only liable for property damage and financial loss in the event of defective performance, damage, consequential damage or disruptions attributable to intent or gross negligence on the part of the provider and/or its vicarious agents. Any other liability for property damage and financial loss is hereby excluded. This does not apply to damage resulting from the violation of

Life, limb or health in accordance with statutory provisions, and other damage resulting from intentional or grossly negligent breach of duty on the part of the seminar house. A breach of duty on the part of a legal representative or vicarious agent shall be deemed equivalent to a breach of duty on the part of the seminar house. Should disruptions or defects occur in the services provided by the seminar house, the seminar house shall endeavour to remedy the situation upon becoming aware of it or upon immediate complaint by the customer. The customer is obliged to contribute what is reasonable to remedy the disruption and minimise any possible damage.

a. The seminar house is liable to the customer for items brought in according to the statutory provisions, up to one hundred times the room price, but not exceeding £3,500, and for money, securities and valuables up to £800. Money, securities and valuables cannot be stored in the seminar house safe up to a maximum value of €7,500. The seminar house recommends making use of this option. Liability claims shall lapse if the customer does not notify the seminar house immediately after becoming aware of loss, destruction or damage (§ 703 BGB). For further liability of the seminar house, the above clause 1 sentences 2 to 4 shall apply accordingly.

b. The seminar house accepts no liability for damage to or loss of vehicles parked in the car park in front of the building due to the actions of third parties, or for the loss of or damage to items left in the vehicles. Liability for damage caused by the seminar house's vicarious agents shall only apply in cases of intent or gross negligence.

c. As a guest, the customer must keep valuables safe at reception or in lockers, especially when staying overnight. The provider is liable for the loss of valuables during a booked overnight stay up to a maximum of €800. The guest must provide proof of the loss.

d. During events and courses, guests are responsible for securing their property accordingly if they participate. The provider accepts no liability in this respect.

7.3 Liability in the seminar house car park:

a. Provision of parking spaces If the organiser/customer is provided with a parking space in the seminar house car park, even for a fee, this does not constitute a safekeeping agreement within the meaning of Section 688 of the German Civil Code (BGB). This is an unguarded parking facility.

b. Limitation of liability for parked vehicles

The seminar house is only liable for loss of or damage to motor vehicles parked or manoeuvred on the seminar house premises and their contents if such loss or damage was caused by intent or gross negligence on the part of the seminar house or its vicarious agents.

c. Special feature of free-roaming animals (e.g. fallow deer)

The seminar house expressly points out that free-roaming fallow deer are kept on the premises and that they can also move freely in the parking area.

- The seminar house is only liable for damage caused by the animals in cases of intent or gross negligence.

- Customers are advised to park their vehicles as far away from the animals as possible and to protect sensitive areas such as painted surfaces.

d. Exclusion of liability Liability for normal animal hazards arising from the natural behaviour of animals (e.g. scratching or pecking) is excluded, unless the seminar house or its vicarious agents can be proven to have acted with intent or gross negligence.

e. Customer's duty to notify The customer is obliged to report any damage to the seminar house immediately after becoming aware of it. Delayed reports may result in the loss of liability claims.

§ 8 Personal requirements for participation in courses

8.1 The effectiveness of participation in courses depends in many cases on the personal involvement of the customer/participant.

The provider does not guarantee the success of certain effects that may occur. The participant

assumes full responsibility for the results of the courses and seminars. In order to achieve the best possible results,

it is important that the participant follows the course instructor's instructions as closely as possible.

8.2 By registering, the participant declares that he/she is able to participate in the programme on his/her own responsibility. Online registration is binding for the participant. The techniques and exercises taught in the courses are powerful and effective when learned under the personal guidance of a trained teacher in the course. These techniques and exercises are offered to participants for their personal development only under the strict personal supervision and guidance of Paramahansa Sri Swami Vishwananda or one of his trained teachers exclusively during the courses. The techniques and exercises taught there are confidential and are intended from the participants exclusively to their personal development

The participant is not authorised to disclose the content of the courses and events or parts thereof without the authorisation of Sri Paramahansa Vishwananda and Bhakti Event GmbH or third parties commissioned by them. By confirming these General Terms and Conditions, the participant confirms that the techniques and exercises taught are private and confidential and may not be practised or taught outside of the courses without the express permission of the provider, unless otherwise instructed. Participants will receive special exercises and techniques for use at home, which they shall treat as confidential and shall not disclose to anyone, either in writing or verbally, without the written permission of the provider or Paramahansa Sri Swami Vishwananda.

8.3 In the event of a breach of the aforementioned confidentiality obligation, the participant shall pay a contractual penalty of €10,000.

8.4 By registering, the participant declares that they are of legal age and in good health and able to participate in the courses. The provider accepts no liability for physical or mental damage caused by pre-existing conditions and/or the customer's failure to follow the course instructor's recommendations.

§ 9. Changes to dates by the organiser/cancellations by the organiser/special right of termination

9.1 for events

a. The organiser reserves the right to cancel and reschedule events and courses, even at short notice. It is also possible that the venue and course instructor may change at short notice. In such cases, there is no entitlement to performance.

b. Participants will be notified immediately of any changes to the date of a course or event or other changes to courses at the email address provided at the time of booking. If there is an alternative date, this will be suggested to the participants. If there is still capacity available, they will be given priority when booking courses. If participants prefer a refund of the course fee, this will be refunded within 30 days. Participants are not entitled to compensation for further costs and expenses (e.g. holiday costs, travel expenses).

c. Participants may be denied access if there is reasonable cause to believe that they will significantly disrupt the event or cause excessive disturbance to other visitors. Access may also be denied if the participant has grossly violated the terms and conditions.

reason to believe that they will significantly disrupt the event or cause excessive disturbance to other visitors. Access may also be denied if the participant has grossly violated the terms and conditions. In such cases, there is no entitlement to a refund of fees.

9.2 For overnight stays

a. If overnight accommodation has been booked in connection with an event/course and the provider cancels the course/event, the overnight accommodation may be cancelled without cancellation fees. Any payments already made shall be refunded within 30 days.

b. Participants are not entitled to reimbursement of further costs and expenses (e.g. holiday costs, travel expenses).

c. If the guest uses the room provided to them for a purpose other than that agreed, the provider is entitled to extraordinary termination rights. The same applies if the guest does not comply with the house rules or endangers the safety or reputation of the establishment or the guests. In these cases, the provider is entitled to the agreed remuneration even in the event of termination.

d. If an event does not take place, the customer may invoke a change in circumstances (§ 313 BGB) when booking event packages.

9.3 Force majeure

The provider may also terminate the contractual relationship without notice in the event of force majeure.

Section 10. Image and sound recordings

10.1 Participants are strictly prohibited from making image and sound recordings of any kind during the events. The organiser reserves the right to allow courses, seminars and events, as well as sound and image recordings or broadcasts, which may only be used for private purposes. Any publication (Facebook, YouTube, etc.) is prohibited. The organiser undertakes to make the material available to Bhakti Event GmbH.

§ 11 Data protection

The company respects the privacy of members and values the

trust that members place in the company when they provide it with their personal data. Orders are processed by the provider using automatic data processing. Participant data is processed on the basis of a contract or pre-contractual negotiations in accordance with Art. 6 (1) (b) GDPR or on the basis of your consent in accordance with Art. 6 (1) (a) GDPR. For information on how participant data is handled, please refer to our privacy policy at <http://www.bhaktimarga.org/privacy-policy>.

§ 12. Final provisions

12.1 Amendments and additions to the contract, the acceptance of applications or these General Terms and Conditions shall be made in writing. Unilateral amendments or additions by the customer are invalid.

12.2 The exclusive place of jurisdiction – also for disputes concerning cheques and bills of exchange – in commercial transactions is the location of the seminar centre. If a contractual partner fulfils the requirements of Section 38 (2) of the German Code of Civil Procedure (ZPO) and has no general place of jurisdiction in Germany, the place of jurisdiction shall be the location of the seminar centre.

12.3 The place of performance and payment is the registered office of the seminar centre.

12.4 German law applies. The application of the UN Convention on Contracts for the International Sale of Goods and conflict of laws provisions is excluded.

12.5 Should individual provisions of these General Terms and Conditions be or become invalid or void, this shall not affect the validity of the remaining provisions. In all other respects, the statutory provisions shall apply. No express reference to the change shall be made. The provisions shall be reviewed independently for changes on a regular basis.

Last update: 06.04.2023

II. Customer information

1. Identity of the seller

Bhakti Event GmbH
Am Geisberg 1-8
65321 Heidenrod Springen Germany
Telephone: 06124 6091125
Email info@bhaktimarga.org

Alternative dispute resolution:

The European Commission is a platform for the out-of-court online dispute resolution (ODR platform), accessible at <https://ec.europa.eu/odr>.

We are not prepared to participate in dispute resolution proceedings before consumer arbitration boards.

2. Information on the conclusion of the contract

The technical steps for concluding the contract, the conclusion of the contract itself and the correction options are carried out in accordance with the provisions of "Conclusion of the contract" in § 2 of our General Terms and Conditions (Part I.).

3. Contract language, contract text storage

3.1. The contract language is German.

3.2. We do not store the complete contract text. Before submitting the order via the online shopping basket system, the contract data can be printed out or saved electronically using the browser's print function. After we have received the order, the order data and the General Terms and Conditions will be sent to you again by email.

3.3. For enquiries outside the online shopping basket system, you will receive all contract data in the form of a binding offer in text form, e.g. by email, which you can print out or save electronically.

4. Essential characteristics of the goods or services

The essential characteristics of the goods and/or services can be found in the respective offer.

5. Prices and payment terms

5.1. The prices stated in the respective offers are total prices. They include all price components, including all applicable taxes.

5.2 Any costs incurred for the transfer of money (transfer or exchange rate fees charged by credit institutions) shall be borne by you in cases where delivery is made to an EU member state but payment is initiated outside the European Union.

5.3. Unless otherwise agreed, you have the following payment options:

- Cash payment on collection
- Advance payment by bank transfer
- Payment by SEPA direct debit
- Payment by credit card
- Payment via Amazon Pay
- Payment by Giropay
- Payment by Google Pay
- Payment by Apple Pay

At payment by credit card, your credit card account will be charged upon conclusion of the contract.

5.4. Unless otherwise specified for individual payment methods, payment claims arising from the concluded contract are due for payment immediately.

6. Statutory liability for defects

The statutory liability for defects applies.

7. Cancellation/termination/withdrawal

Information on the term of the contract and the terms of termination can be found in the "Cancellation/termination/withdrawal" section of our General Terms and Conditions § 5 and § 6 (Part I), as well as in the respective offer.

These General Terms and Conditions and customer information have been drawn up by a specialist solicitor and are continuously reviewed for legal compliance.

Last update: 05.03.2026