

Feelspace Directory Terms & Booking Conditions

Accounts, 18+ talent eligibility, listings, bookings, payments, international payouts and platform use

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1. Scope and parties

These terms apply to the Feelspace Directory operated by Ro Po Co Pty Ltd trading as Feelspace. They apply to people creating talent listings, facilities or customers making booking requests, people using comments or reports, and paid Directory plans or bookings processed through the platform. The general Website Terms and Privacy Policy also apply.

2. What the Directory does

The Directory helps facilities and communities discover real people who may be available to deliver live or pre-recorded sessions through Feelspace. A public listing is not a guarantee of availability, suitability, qualification, outcome or future booking. Feelspace reviews listings before publication but does not independently verify every statement unless a specific verification process is expressly offered.

3. Talent eligibility - 18+ only

- Talent listings, paid presenter participation and talent payouts through Feelspace are available only to people aged 18 years or older.
- When creating a talent listing, the account holder must truthfully confirm that they are 18 or older. Feelspace may request reasonable evidence of eligibility before approving a listing, confirming a paid session or releasing a payout.
- Feelspace does not offer an under-18 talent pathway. A parent, guardian or organisation cannot use an adult account to bypass this rule for an under-18 performer.
- If Feelspace reasonably believes an eligibility declaration is false or unreliable, it may pause or remove the listing, booking or payout while the matter is checked.

4. Accounts and listings

- Account and listing information must be accurate, current and supplied with authority.
- You must have the rights and permissions needed for profile images, descriptions, promotional links and other submitted material.
- Your country of residence must be recorded accurately where requested for commercial, payout or compliance administration.
- Feelspace may request changes, reject, hide or remove a listing where reasonably necessary for safety, legality, accuracy, quality, platform integrity or policy compliance.
- Paid placement or a verification badge does not amount to an endorsement, guarantee of performance or professional accreditation unless expressly stated.

5. Paid Directory plans

Optional paid listing plans may provide features such as featured placement, professional links or a verification-review pathway. Current prices, billing periods and included features are shown at checkout. Recurring plans continue until cancelled in accordance with the payment-provider arrangements presented at checkout or in the customer portal. A verification fee pays for the review pathway and does not guarantee approval.

6. Booking requests and availability

Submitting a booking request is an enquiry only and no payment is taken at that stage. The relevant talent may confirm availability or advise that they are unavailable. Feelspace then prepares the final quote. A requested date or time is not confirmed until availability, scope, site/device requirements and payment requirements are satisfied and Feelspace confirms the booking.

7. Quotes, fees, currency and customer payment

A quote may include the presenter fee, a Feelspace booking/technology fee and any additional session, production, travel or service fee disclosed before payment. The customer sees the final amount and currency before choosing whether to proceed. A payment provider may offer currency conversion or local-currency presentation where enabled, but the amount displayed at checkout and Feelspace written confirmation govern the customer payment.

8. Talent payouts and overseas talent

- Talent payout availability depends on the talent country, the payout providers Feelspace has enabled and any onboarding or verification required by those providers.
- A public listing or confirmed availability response does not guarantee that a particular payout provider can pay a particular country. Feelspace may require an alternative approved payout method before confirming the first paid session.
- The talent fee and payout currency will be communicated by Feelspace for the booking. Customer pricing and the talent payout are separate commercial amounts.
- Payment or payout providers may require identity, business, tax or bank information. Feelspace generally does not need to receive full bank or card details supplied directly to the provider.
- Payout timing can depend on verification, settlement timing, refunds, disputes, currency conversion, local banking arrangements and applicable provider rules.

9. Taxes and legal ability to provide services

- Talent are responsible for their own income-tax, business-registration, invoicing, professional and local legal obligations unless Feelspace expressly agrees otherwise in writing.
- Talent must ensure they are legally permitted to provide the agreed service from their location and to receive payment for it.
- Feelspace may request tax or business information where reasonably necessary for accounting, reporting, withholding or platform obligations. International tax treatment can vary and Feelspace may obtain professional advice or apply required reporting/withholding where applicable.

10. Cancellations, changes and refunds

If a booking needs to change or be cancelled, contact Feelspace promptly. Outcomes depend on the stage of the booking, work already performed, presenter commitments, recoverable costs and applicable law. Any amount retained must be reasonably connected with legitimate costs or loss and not operate as a penalty. If a service fails to meet a consumer guarantee, remedies under the Australian Consumer Law remain available and are not excluded by these terms.

11. Talent responsibilities

- Respond to availability requests accurately and promptly where practical.
- Deliver confirmed sessions professionally, safely and consistently with the listing and agreed scope.
- Hold any qualifications, permissions, licences or insurance reasonably required for the activity you offer.
- Follow Feelspace technical guidance for live or pre-recorded delivery, including reasonable camera, framing, audio and connection checks.
- Do not make misleading claims about Feelspace, the hologram system, professional credentials or guaranteed outcomes.

12. Customer and facility responsibilities

- Provide accurate booking, access, audience, site and contact information.
- Ensure the venue and proposed activity are safe and suitable and that relevant facility permissions are obtained.
- Provide reasonable access to the assigned Feelspace device and network connection and follow agreed operational instructions.
- Do not record, publish or reuse a presenter's session outside the agreed scope unless permission has been obtained.
- Treat talent, Feelspace personnel and other users respectfully.

13. Private live sessions and technical availability

Confirmed live bookings may receive private session credentials and device-specific access. These links and credentials must not be shared outside the people reasonably involved in the booking. Internet, venue networks, third-party communications services and hardware can occasionally fail. Feelspace will use reasonable efforts to test, reconnect, reschedule or provide another appropriate remedy having regard to the circumstances and applicable consumer law.

14. Community content and moderation

Comments, reports and other user content must follow the Community Guidelines. Feelspace may moderate, hide, remove or restrict content or accounts where reasonably necessary. Moderation is not continuous and users remain responsible for what they submit.

15. Disputes and chargebacks

If there is a booking or payment issue, contact Feelspace first so it can be investigated. Payment providers or card issuers may have separate dispute processes. A chargeback does not automatically determine the legal rights of the parties. Feelspace may provide transaction or service records to payment providers where reasonably necessary to respond to a dispute.

16. Intellectual property and privacy

Users retain rights in content they lawfully submit. They grant Feelspace a limited permission to host, display, resize, transmit and otherwise use that material as reasonably required to operate the listing, booking or service. Personal information is handled under the Feelspace Privacy Policy.

17. Suspension and termination

Feelspace may suspend or terminate access, remove content or decline a booking where reasonably necessary for safety, eligibility, non-payment, fraud, unlawful conduct, repeated policy breaches, inaccurate information, reputational risk caused by misconduct or material misuse of the platform. Where a paid plan is affected, any refund or remedy will be considered having regard to the reason, unused service and applicable law.

18. Consumer law and unfair terms

Nothing in these terms excludes, restricts or modifies rights that cannot lawfully be excluded. These terms are intended to operate reasonably and transparently. If a term is found unenforceable, the remaining terms continue to the extent permitted by law.

19. Changes, complaints and governing law

Feelspace may update these terms for future use as the Directory develops. Material changes will be published on the website. Complaints can be sent to hello@feelspace.net.au. The laws of Victoria and applicable Commonwealth laws govern these terms, subject to any rights that apply under other mandatory laws.

Your Words. Your Space.