

PROJEKT UTOPIA

Immersion Lab Booking, Cancellation and Refund Policy

We're so looking forward to welcoming you to Immersion Lab. Because each Lab is intentionally small and carefully curated, every booking helps us plan and create the experience for everyone attending. We hope the information below makes our approach clear and fair.

Confirming Your Place

Your place on Immersion Lab is confirmed once full payment has been received. Places are limited and offered on a first-come, first-served basis.

If Your Plans Change

We understand that life doesn't always go according to plan. However, because we commit costs and make arrangements well in advance, our cancellation policy is as follows:

- More than 60 days before the programme starts: Full refund
- 30–60 days before the programme starts: 50% refund
- Less than 30 days before the programme starts: Unfortunately, we aren't able to offer a refund

We also can't provide refunds for non-attendance due to illness, work commitments, travel disruption, visa issues, personal emergencies, or other unforeseen circumstances.

Transferring Your Place

If you're unable to attend, please let us know in writing as soon as possible. Wherever we can, we'll do our best to offer you a place on a future edition of Immersion Lab, subject to availability.

Any transferred booking should be used within 18 months of the original booking date, unless we've agreed otherwise in writing.

If We Need to Cancel

In the unlikely event that PROJEKT UTOPIA needs to cancel an Immersion Lab, you'll be able to choose either:

- A full refund, or
- A place on a future edition of Immersion Lab.

Exceptional Circumstances

We know that sometimes truly unexpected situations arise. If you're facing exceptional circumstances, please get in touch. While we can't promise an exception, we will always consider requests thoughtfully and with care.