



Terms & Conditions (Terms of Use)

Last updated: 21 December 2025

These Terms & Conditions ("Terms") govern your use of the Pausa website and participation in Pausa programs, retreats and community activities (together, the "Services"). By accessing our website or applying to any Pausa program, you agree to these Terms.

1. Who we are

Pausa ("Pausa", "we", "us") is a company incorporated in the Netherlands and operating within the European Union.

Contact details:

- Legal entity: Derevianko Holding B.V.
- Registered office: Maliestraat 1-5, 3581 SH Utrecht, the Netherlands
- Email: hello@pausa.pt
- Chamber of Commerce (KvK) number: 76514455
- VAT number: NL860653195B01

These Terms are governed by Dutch law and applicable EU law.

2. What Pausa offers

Pausa provides leadership-focused well-being and development Services, including:

- In-person retreats and 3-Day "Reset" programs in nature
- Multi-month and multi-year programs (e.g., Pausa Circle, PAUSA Compass journey)
- Offline community gatherings, events and workshops
- Online community spaces (e.g., member platforms, video calls, email groups)
- Digital content such as articles, blog posts, and educational materials

The specific details of each Service (dates, duration, price, inclusions) are described on our website, in proposal documents or in onboarding materials we send you.

3. Eligibility

To use our Services, you must:

- Be at least 18 years old
- Be resident in the European Union
- Have the legal capacity to enter into a binding contract
- Agree to these Terms and, where applicable, any additional program-specific terms

We reserve the right to refuse or cancel participation if we reasonably believe that someone is not suitable for a particular retreat or program (for example, where we consider that the format may not be safe or appropriate for them or the group).

4. Nature of our Services (no medical or psychological advice)

Pausa is not a medical, psychological, psychiatric or psychotherapy service.



- Our programs focus on leadership, lifestyle, self-awareness and community. They may include activities such as movement, breathwork, guided reflection, coaching dialogues and facilitated discussions.
- We do not provide diagnosis, treatment or therapy for any medical or mental health condition.
- Nothing in our programs, website or materials constitutes medical, psychological, legal or financial advice.

You remain solely responsible for your own physical and mental health, and for seeking professional support where needed. If you are currently under medical or psychological care, you should consult your doctor or therapist before joining a Pausa retreat or program.

5. Applications, bookings and payments

5.1 Application process

Some Services require an application or intake conversation. By submitting an application form, you confirm that:

- All information you provide is accurate and not misleading
- You are applying in good faith and intend to participate if accepted

We may accept or decline applications at our discretion in order to protect the integrity and safety of the group.

5.2 Booking & payment

Details on price, payment schedule and specific conditions for each retreat or program are provided on the relevant page and/or in your confirmation email or agreement.

- Reservation: Your spot is confirmed only once we receive the specified deposit or full payment.
- Payment methods: Payments are typically processed via third-party payment providers (e.g., Stripe) and subject to their own terms.
- Invoices: For B2B clients we can provide invoices to the company specified in the contract.

5.3 Cancellations and refunds

Each retreat or program may have its own cancellation and refund policy, which will be communicated at booking. In general:

- If you cancel within a defined period before the retreat or start date, a portion of the fee may be refundable; closer to the start date, fees may be partially or fully non-refundable, due to venue and facilitation commitments.
- If Pausa cancels a retreat or program (e.g., due to force majeure or insufficient participants), we will offer either a full refund of fees paid for that Service or a credit towards a future Pausa offering.

Travel costs (e.g., flights, trains, accommodation outside the retreat venue) are always your responsibility and not refundable by Pausa. You are strongly encouraged to arrange appropriate travel and cancellation insurance.

6. Conduct, safety and participation



Pausa is committed to creating a confidential, respectful, psychologically safe space. By joining any retreat or community activity, you agree to:

- Treat all participants, facilitators and staff with respect
- Keep personal stories shared in the group confidential
- Refrain from harassment, discrimination, intimidation, aggressive behaviour, or any behaviour that undermines safety
- Follow the instructions and boundaries set by facilitators and venue staff

We reserve the right, in our reasonable discretion, to remove any participant from a retreat, program or community space if their behaviour is harmful, disruptive or violates these Terms. In such cases, no refund is guaranteed.

You are responsible for assessing whether any physical or mental activity is suitable for you and for adjusting or opting out where needed.

7. Online community and content

If you join an online community (e.g., private group, online platform):

- You are responsible for what you post ("User Content").
- You must not post anything illegal, abusive, defamatory, discriminatory, or that infringes the rights of others.
- You must not share confidential information about other participants without their explicit consent.

We may moderate, remove or restrict access to community spaces where necessary to maintain safety and integrity.

8. Intellectual Property

All content provided by Pausa—such as program designs, exercises, workbooks, articles, videos, trademarks, logos and any other materials—is owned by Pausa or its licensors and is protected by copyright and other intellectual property laws.

You receive a personal, non-exclusive, non-transferable licence to use materials we provide for your own personal and internal professional use only. You may not:

- Copy, distribute, publish, sell or commercially exploit Pausa materials
- Adapt, translate or create derivative works based on Pausa content for external use
- Use Pausa branding, logos or trademarks without our prior written consent

Any User Content you create and share inside the community remains yours, but you grant Pausa a limited licence to use it within the context of providing and improving the Services (see Privacy Policy).

9. Disclaimer and limitation of liability

To the maximum extent permitted by law:

- Pausa provides the Services "as is" and does not guarantee any particular outcome (personal, health-related, professional or financial).
- We make reasonable efforts to provide high-quality experiences but do not guarantee that participation will prevent burnout, resolve all challenges or achieve specific performance results.

Pausa, its directors, employees, contractors and facilitators will not be liable for:



- Indirect, incidental, consequential or special damages
- Loss of profits, revenue, opportunities or data
- Any injury, loss or damage arising from your own decisions or actions, including choices you make based on insights from the programs

Our total aggregate liability for any claim related to the Services will not exceed the total fees you paid to Pausa for the specific Service giving rise to the claim, except where a higher limit is required by mandatory law.

Nothing in these Terms excludes or limits liability where this is not permitted under Dutch or EU law (e.g., liability for death or personal injury caused by gross negligence).

10. Force majeure

We are not liable for any delay or failure to perform our obligations due to events beyond our reasonable control, including but not limited to natural disasters, pandemics, government restrictions, strikes, transport disruption, or sudden unavailability of the venue or key facilitators.

In such cases, we will make reasonable efforts to offer alternative dates or formats (e.g., rescheduling) but cannot be held responsible for additional costs incurred by participants.

11. Changes to Services and Terms

We may update or modify the Services or these Terms from time to time to reflect changes in our offerings, legal requirements or best practices. The latest version will always be available on our website and will state the "Last updated" date.

If you continue to use the website or participate in Pausa programs after changes take effect, you are deemed to have accepted the updated Terms.

12. Governing law and disputes

These Terms, and any dispute or claim arising out of or relating to them, are governed by Dutch law, without prejudice to mandatory consumer protection rules in your country of residence within the EU.

Any dispute shall in the first instance be discussed in good faith between you and Pausa. If no amicable solution is found, disputes may be brought before the competent courts in the Netherlands, unless mandatory law gives you the right to bring proceedings in another EU member state.

13. Contact

If you have any questions about these Terms, please contact us at:

Email: hello@pausa.pt

Address: Maliestraat 1-5, 3581 SH Utrecht, the Netherlands