Website Terms of Use

Effective date: 28 October 2026

1. Identity and scope

This website is owned and operated by Future Leaders of the World (Pty) Ltd, Registration No. K2017/288693/07, VAT No. 4890288048, trading as innerflow.

These Website Terms of Use govern access to and use of innerflow.co.za. Product-specific terms also apply when you enquire, register or purchase a service.

2. Product-specific agreements

A journey, retreat, event or other service may have additional terms, cancellation rules, participant responsibilities and privacy information.

For a confirmed booking or purchase, the applicable product terms, accepted proposal, order record and booking confirmation form part of the contract and prevail over these Website Terms if there is an inconsistency. Mandatory law always prevails.

3. Electronic communications and acceptance

You agree that we may communicate electronically and that electronic records, acknowledgements and signatures may satisfy writing and signature requirements where permitted by law.

Website browsing does not replace any active acceptance required for a purchase.

4. Online ordering

Where online ordering is made available, you must be able to review the product or service, total price and transaction currency, correct errors, access the applicable terms and withdraw before final submission. Submitting an enquiry or requesting a proposal does not by itself create a booking contract.

An automated acknowledgement confirms receipt of an order or enquiry; it does not necessarily confirm acceptance or availability. A booking is confirmed only through the applicable proposal, payment and confirmation process.

5. Accounts and security

If you create an account, you must provide accurate information and keep your login details confidential.

Notify us promptly if you believe your account has been compromised. You are responsible for activity authorised through your account, subject to applicable law.

6. Intellectual property

Unless otherwise stated, the website content, design, text, graphics, photographs and other materials are owned by or licensed to innerflow.

You may view and use the website for personal, lawful purposes. You may not reproduce, sell, modify, scrape, distribute or commercially exploit its content without permission, except where permitted by law.

7. Responsible use

You must not:

- Damage, disrupt, probe or misuse the website
- Introduce malicious code
- Obtain unauthorised access
- Use automated data collection contrary to law
- Impersonate another person
- Use the website for unlawful, harmful or fraudulent activity.

8. Third-party links and services

The website may link to third-party websites or use third-party services. Their own terms and privacy practices may apply.

We are not responsible for independent third-party content or services that do not form part of a contracted innerflow product.

This does not reduce innerflow's responsibility for suppliers that form part of a package contract where applicable law makes innerflow responsible.

9. Accuracy, availability and corrections

We take reasonable care to keep information accurate and available but may correct errors and update content.

Product prices, availability and key pre-contract information will not be changed after a booking contract has been concluded, except as permitted by the applicable product terms and law.

10. Warranties and liability

The website is provided subject to applicable law. We do not guarantee uninterrupted or error-free access.

Nothing in these Terms excludes or limits liability for gross negligence, wilful misconduct, fraud, death or personal injury caused by negligence, or any warranty, consumer right or liability that cannot lawfully be excluded.

Product liability and remedies are governed by the applicable product terms and mandatory law.

11. Privacy and cookies

Personal information is processed under the innerflow Privacy Policy (POPIA & GDPR).

Cookies and related technologies are governed by the Cookie Policy and consent manager. Marketing consent is optional and may be withdrawn.

12. Force majeure

A delay or failure caused by circumstances beyond reasonable control will be dealt with according to applicable law and any product-specific terms.

This clause does not remove any refund, cancellation or other right that applies to a confirmed booking.

13. Suspension and termination

We may suspend access where reasonably necessary for security, maintenance, unlawful use or material breach.

Suspension does not remove accrued contractual or statutory rights.

14. Assignment

You may not transfer your rights or obligations under these Website Terms without consent.

Any transfer of a confirmed booking is governed by the applicable product-specific terms.

15. Changes and versioning

We may update these Website Terms prospectively. The effective date will be displayed.

Changes do not retrospectively replace product terms accepted for an existing booking unless the parties lawfully agree otherwise.

16. Governing law

These Website Terms are governed by South African law.

Nothing deprives a consumer of mandatory legal protections that lawfully apply and cannot be waived.

17. Contact

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