

Terms and Conditions for Onivers

Effective date: 07.07.2025



1. Company information and contact

Onivers is a non-profit association registered with CVR number 44684691.
Address: Havneholmen 14E, 2450 Copenhagen.

Website: www.onivers.org
E-mail: info@onivers.dk
Phone: +45 71521315

2. Scope and application

These terms and conditions apply to the purchase of memberships, tickets, courses, workshops, merchandise, and physical products via Onivers' website.
Payment can be made with MobilePay, VISA, Mastercard, and other specified payment methods.

All products and services are described on the website with price and content, so the customer can clearly see what is being purchased.

3. Prices and payment

All prices are shown in Danish kroner (DKK) and include VAT, where required by law.
The amount is charged immediately upon approved payment. Any MobilePay fees are stated in Onivers' business agreement.

4. Membership and recurring payments

Membership of Onivers is paid via MobilePay as a recurring payment (subscription) or card payment.

The membership is personal and valid as long as the subscription fee is paid on time.

When registering, the member gives explicit consent that Onivers may automatically withdraw the membership fee each month via MobilePay.

Cancellation must be made in writing to info@onivers.dk no later than 14 days before the end of the paid period. The cancellation takes effect in the next payment period.

Membership fees are non-refundable unless otherwise agreed in writing.

Any changes to fees or terms will be notified with at least 30 days' notice.

5. Delivery

Digital products (e.g. tickets) are sent by email immediately after purchase.
Physical goods are shipped by mail within 3-7 business days. Delivery costs are specified at the time of purchase.

6. Right of withdrawal and returns

You have 14 days right of withdrawal on physical goods under the e-commerce law.
Returns must be unused and in the original packaging. You are responsible for the cost of return shipping.
Returns should be sent to:
Onivers - Havneholmen 14E, st. tv., 2450 Copenhagen

Note: There is no right of withdrawal on memberships, tickets, or courses with a fixed date.

Courses: Registrations for courses and workshops are binding. Cancellation is only possible if otherwise stated in the course description. If cancellation is not possible, the customer will be informed that the registration is final.

Tickets: Ticket purchases for events are binding. Tickets cannot be changed or refunded unless the event is canceled.

7. Complaints

You have a 2-year warranty in accordance with the Danish Sale of Goods Act.
Defects and deficiencies must be reported in writing to info@onivers.dk along with documentation (e.g. receipt, pictures).
Clearly describe the issue and the desired solution.

8. Right of appeal

If we cannot resolve your case, you can complain to:

Consumer Complaints Board
Carl Jacobsens Vej 35, 2500 Valby
www.kfst.dk

Or use the EU's online complaints portal: <https://ec.europa.eu/odr>

9. Payment via MobilePay

Onivers uses MobilePay MyShop and/or Online integration for payments.

For recurring payments (subscriptions), the member is always informed of the amount and interval before consent is given.

The member may withdraw their consent at any time by canceling the membership in accordance with §4.

10. Personal data and GDPR

Onivers complies with GDPR.
Your data is used only for membership, ticket sales, and communication.
Information is not shared with third parties without prior consent.

11. Disclaimer

Onivers is not liable for indirect losses.
Participation in physical activities (e.g. yoga, meditation) is at your own risk.

12. Changes

Onivers reserves the right to change the terms and conditions with a minimum of 30 days' notice.
Updates will be published on the website.