



TERMS AND CONDITIONS

OF USE

MettaUniverse by Metta People Ltd (Thailand)

Effective Date: April 18, 2026

www.mettapeople.com · metta-living-flow.base44.app

1. INTRODUCTION

These Terms and Conditions of Use ("Terms") constitute a legally binding agreement between **Metta People Ltd (Thailand)** ("Metta People", "we", "us", or "our") and any individual or entity ("User", "you", or "your") accessing or using the online marketplace known as **MettaUniverse**, available at www.mettapeople.com and any associated applications or services, including the Metta Living Flow community application at metta-living-flow.base44.app (collectively, the "Platform").

By creating an account, browsing, or engaging in transactions on the Platform, you acknowledge that you have read, understood, and agree to be bound by these Terms. If you do not agree, you must immediately discontinue use of the Platform.

2. COMPANY AND CONTACT INFORMATION

Company / Data Controller	Metta People Ltd (Thailand)
Business Registration No.	0105567098617
Registered Address	41/1, Soi On Nut 36, On Nut Sub-district, Suan Luang District, Bangkok 10250, Thailand
Website	www.mettapeople.com
Email (General & PDPA/GDPR Contact)	info@mettapeople.com

Metta People is duly incorporated under the laws of the Kingdom of Thailand and operates as the owner and administrator of the Platform.

3. ELIGIBILITY AND ACCOUNT REGISTRATION

3.1 Eligibility

The Platform is available only to individuals aged **eighteen (18) years or older** with full legal capacity under applicable law.

3.2 Account Accuracy

You agree to provide accurate, current, and complete information during registration and to keep such information updated.

3.3 Account Security

You are solely responsible for safeguarding your login credentials and any actions taken through your account. Metta People shall not be liable for any loss or damage resulting from unauthorized use.

3.4 Prohibition on Multiple or False Accounts

Users may not register under false identities or create multiple accounts to evade suspension or restrictions.

4. NATURE OF THE PLATFORM AND ROLE OF METTA PEOPLE

4.1 Marketplace Role

MettaUniverse is an online marketplace facilitating the connection between Hosts/Facilitators/Merchants ("Sellers") and Buyers/Customers ("Buyers") for various experiences, products, or services. These Terms also govern use of the Metta Living Flow community application at metta-living-flow.base44.app, which forms part of the broader Metta People platform ecosystem.

4.2 Independent Merchants

Sellers operate as independent merchants of record. Metta People does not own, manage, or control the quality, legality, or accuracy of listings, nor act as an employer, agent, or representative of any Seller.

4.3 Seller Responsibilities

Sellers are solely responsible for:

- The truth, accuracy, and completeness of their listings;
- The safety, legality, and quality of their offerings;
- Compliance with applicable consumer protection, e-commerce, and taxation laws.

4.4 Platform Commission

Metta People collects a commission from each successful transaction. All fees are disclosed at the time of booking or payout.

5. PAYMENTS AND PAYOUTS

5.1 Payment Processing

All payments are processed securely via **2C2P**, which also performs Know Your Customer (KYC) verification in compliance with Thai and international financial regulations.

5.2 Data Handling

Metta People does not directly store or process your payment card information.

5.3 Payouts to Sellers

Payouts are made through 2C2P's system, subject to completion of KYC requirements, deduction of applicable commission fees, taxes, and transaction charges.

5.4 Additional Costs

Users acknowledge that foreign exchange fluctuations, bank transfer fees, and other intermediary charges may apply.

5.5 Third-Party Terms

By using 2C2P, you agree to be bound by the 2C2P Services Agreement and any applicable financial regulations.

6. REFUNDS AND CANCELLATIONS (SERVICES AND EXPERIENCES)

6.1 General Policy

Cancellation and refund entitlements depend on the timing of the cancellation prior to the scheduled start time of the booked service or experience:

Time Before Start	Buyer Refund	Metta People	Host
≥ 72 hours	80%	20%	0%
48 – 72 hours	50%	20%	30%
24 – 48 hours	25%	20%	55%
< 24 hours / No-show	0%	20%	80%

6.2 Legal Compliance

Refunds are subject to the Consumer Protection Act B.E. 2522 (1979) and the Electronic Transactions Act B.E. 2544 (2001) of Thailand. Metta People reserves the right to review exceptional cases to ensure fairness and legal compliance.

6.3 Dispute Handling

Any dispute arising from cancellations shall be addressed in good faith through mediation facilitated by Metta People, before any formal legal action is pursued.

7. USER OBLIGATIONS AND PROHIBITED CONDUCT

7.1 Lawful Use

You agree to use the Platform only for lawful purposes and in accordance with these Terms.

7.2 Prohibited Activities

You must not:

- Engage in misleading, fraudulent, or deceptive conduct;
- Upload, distribute, or transmit unlawful, defamatory, obscene, or infringing materials;
- Circumvent Platform fees or payment processes;
- Use automated data extraction tools (bots, crawlers, scrapers) without prior written consent;
- Interfere with the security, functionality, or integrity of the Platform.

7.3 Consequences

Violation of these provisions may result in account suspension, termination, and potential civil or criminal liability under Thai law.

8. INTELLECTUAL PROPERTY AND USER-GENERATED CONTENT

8.1 Ownership

All intellectual property rights in the Platform, including text, graphics, trademarks, and software, are owned by or licensed to Metta People.

8.2 User Content License

Users retain ownership of content they create or upload but grant Metta People a non-exclusive, royalty-free, worldwide, transferable license to host, use, reproduce, and display such content for Platform operations and promotional purposes.

8.3 Copyright Complaints

Allegations of infringement should be directed to info@mettapeople.com with sufficient proof of ownership and details of the infringing material.

9. DISPUTES BETWEEN USERS

Metta People is not a party to any transaction between Buyers and Sellers. Users agree to resolve disputes independently and in good faith.

Metta People may, at its sole discretion, assist in mediation, but this shall not create any legal obligation or liability for outcomes arising from user interactions.

10. LIMITATION OF LIABILITY

10.1

To the maximum extent permitted by applicable law, Metta People shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising from:

- Use or inability to use the Platform;
- Transactions or communications between Users;
- Loss of data, profits, or business opportunities.

10.2

Metta People's total cumulative liability under these Terms shall not exceed the total commission fees collected from the User in the **six (6) months** preceding the claim.

10.3

Nothing herein excludes liability for death, personal injury, fraud, or willful misconduct, as prohibited by Thai law.

11. INDEMNIFICATION

You agree to defend, indemnify, and hold harmless Metta People, its officers, employees, affiliates, and partners against all claims, damages, liabilities, costs, and expenses (including reasonable legal fees) arising out of:

- Your breach of these Terms;
- Your violation of applicable laws or third-party rights;
- Your misuse of the Platform.

12. SUSPENSION AND TERMINATION

12.1

Metta People reserves the right to suspend, restrict, or terminate access to the Platform at its sole discretion where:

- A breach of these Terms or applicable law occurs;
- Fraudulent or abusive behavior is detected;
- Continued use poses a risk to other Users or Platform integrity.

12.2

Upon termination, all outstanding obligations, including payments and indemnities, shall survive.

13. MODIFICATIONS TO THE TERMS

Metta People may amend these Terms from time to time to reflect operational, legal, or regulatory changes. Updated Terms will be posted on the Platform with the revised "Effective Date." Continued use of the Platform constitutes acceptance of the modified Terms.

14. DATA PROTECTION AND COOKIES

14.1

Personal data is processed in accordance with the Personal Data Protection Act (PDPA) B.E. 2562 (2019), GDPR, and CCPA/CPRA, where applicable.

14.2

Metta People uses essential cookies for core functionality and Google Analytics for statistical analysis.

14.3

By using the Platform, you consent to such usage.

Cookie Consent: "We use cookies to improve your experience and analyze usage. By continuing, you agree to our Cookie Policy. You may manage your preferences in your browser settings."

Refer to our Cookie Policy at www.mettapeople.com/cookie-policy for further information.

15. COMMUNICATIONS

By registering an account, you consent to receive necessary transactional and service-related communications. Marketing communications may be opted out of at any time via email preferences or written notice.

16. GOVERNING LAW AND JURISDICTION

These Terms shall be governed by and construed in accordance with the **laws of the Kingdom of Thailand**.

Any dispute shall be submitted to the exclusive jurisdiction of the competent courts of Bangkok, Thailand.

17. LANGUAGE

These Terms are drafted in the English language. In the event of translation, the English version shall prevail in case of inconsistency or ambiguity.

18. CONTACT INFORMATION

For inquiries, feedback, or legal correspondence, please contact:

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Email	info@mettapeople.com
Website	www.mettapeople.com