

Terms of Service

Pride Legal (Thailand) · Version 1.0 · Love, a right you deserve.

1. About these Terms

These Terms of Service ("Terms") govern the marriage registration service that Pride Legal Co., Ltd. ("Pride Legal", "we", "us") provides to you and your partner ("you"). By ticking "I accept the service agreement" and using the service, you confirm that you have read, understood, and agree to these Terms, and that you have authority to accept them for both partners where you apply together. If you do not agree, please do not use the service.

2. Our service

Pride Legal is a lawyer-led service that helps foreign LGBTQ+ couples register a marriage in Thailand under Thailand's marriage equality law. We coordinate and carry out the paperwork involved in registering your marriage and provide related guidance. Our role is to prepare, translate, legalize, and submit your documents and to arrange the appointments needed for registration. Any legal information we give is general and relates to your registration. It does not create a lawyer-client relationship beyond the scope of this service, and it is not advice on the law of your home country.

3. Eligibility

To use the service, each partner must:

- be of the age required to marry under applicable law, and have legal capacity to marry;
- be single and legally free to marry;
- enter and remain in Thailand lawfully for the registration; and
- give true, accurate, and complete information and documents.

You are responsible for your own visas, travel, and lawful immigration status.

4. What is included

Subject to these Terms and your chosen package, the service includes:

Before you arrive

- access to our booking platform and timeline planner;
- a client portal to review your timeline, change your date, and track required documents;
- a secure channel to upload your documents for our lawyer to review in advance; and
- translation of your documents in advance, so legalization can begin on your arrival day.

After you arrive

- pick-up of your documents at your hotel or the airport;
- all government and district-office fees that form part of the service;
- transport to the embassy, ministry, and district office as needed;
- booking of your district office and the Thai Ministry of Foreign Affairs (MFA);
- translation and legalization, including legalization at the MFA on your behalf; and
- coordination of a district office in your chosen area, normally within about a one-hour drive of where you stay.

Optional partner services (for example venues, hotels, and on-site registration) may be available for an additional fee and are arranged separately.

5. What is not included

The service does not include:

- embassy fees, fees for documents issued in your home country, and any legalization carried out in your home country;
- your in-person appearance at your embassy where it is required (this generally cannot be done by power of attorney; Japan is an exception);
- any guarantee of timing or outcome;
- a guaranteed specific district — we aim for a district within about an hour of where you stay, but your preferred district may be unavailable or not foreigner-friendly on your dates; and
- requests that are not reasonably possible to fulfill.

Your own travel, accommodation, visas, and personal expenses are your responsibility.

6. Your responsibilities

You agree to provide true, complete, and lawful documents and information; to tell us promptly of any change; to attend your embassy and the registration in person where required; to maintain lawful immigration status throughout; and to respond to our requests in good time. We rely on the information and documents you give us, and we are not responsible for delay or failure caused by information or documents that are late, incomplete, inaccurate, or invalid.

7. Fees and payment

Our service fee is 45,000 THB in total (a flat fee), payable in three stages:

Stage	When charged	Amount
Booking	When you book	4,500 THB (10%)
Document approval	After we approve your documents	18,000 THB (40%)
Completion	After your marriage is successfully registered	22,500 THB (50%)

The completion fee is charged only if your marriage is successfully registered; if it does not proceed, this fee is not charged. Fees are exclusive of any taxes that may apply, which will be added where required. We take payment through third-party providers (card payments and bank or international transfer). Any additional or partner services are quoted and charged separately. All amounts are in Thai Baht (THB) unless we agree otherwise.

8. Cancellation and refunds

- **(a) Booking fee (10%).** This secures your booking and gives you portal access. It is non-refundable once portal access is granted, except where we are unable to provide the service for reasons attributable to us.
- **(b) Document approval fee (40%).** This funds advance translation, legalization, and bookings with third parties. Once that work has begun it is non-refundable. If you cancel after paying but before that work begins, we refund it less any costs we have already incurred.
- **(c) Completion fee (50%).** Charged only on successful registration, as set out above.
- **(d)** If we cannot deliver for reasons attributable to us (and not external factors, your eligibility, or your documents), we refund the fees for any stage we have not yet performed.
- **(e) External factors or eligibility.** If the marriage cannot be completed because of factors outside our control, or because you are ineligible or your documents are invalid, fees for work already performed are non-refundable, but the completion fee is not charged.

Nothing in this clause limits any non-excludable refund rights you have under applicable consumer-protection law.

9. Timeline and no guarantee

Any timelines we give are good-faith estimates, not promises. Historically about 99% of our matters succeed and about 90% of couples finish within four working days of the legalization start date, but past results do not guarantee your result. Government processing (including the MFA, district offices, and your embassy), public holidays, and district availability are outside our control and can change your timeline. We do not guarantee an exact registration date or a specific district.

10. Third-party and partner services

Venues, hotels, restaurants, and other partners are independent businesses. Where you ask us to arrange a partner service, we act as a facilitator. The partner is responsible for its own services, and any contract and payment for those services is between you and the partner. We are not liable for the acts, omissions, or quality of third-party services.

11. Intellectual property

Our website, planner, portal, and content are owned by Pride Legal or our licensors. We grant you a limited, personal, non-transferable right to use them to access the service. You may not copy, resell, or otherwise exploit them without our consent.

12. Privacy and personal data

We handle your personal data in line with our Personal Data Protection Consent and Privacy Notice, which forms part of your agreement with us. Our service requires us to process personal data that reveals your sexual orientation, which is sensitive personal data under Thailand's PDPA, and we do so only with your explicit consent as set out in that Notice.

13. Limitation of liability

To the fullest extent permitted by law:

- we are not liable for indirect, incidental, or consequential loss, or for loss of profit, opportunity, or data;
- our total liability arising out of or in connection with the service is limited to the total fees you have paid to us for the matter concerned; and
- we are not liable for delay or failure caused by factors outside our reasonable control, by third parties, or by information or documents you provide that are inaccurate, incomplete, or invalid.

Nothing in these Terms excludes or limits liability that cannot be excluded or limited by law, including liability for fraud or for death or personal injury caused by our negligence. If you deal with us as a consumer, your mandatory rights under Thai consumer-protection law are not affected.

14. Force majeure

We are not responsible for failure or delay caused by events beyond our reasonable control, including government action or delay, embassy or office closures, public holidays, natural events, or emergencies. Where such an event occurs, we will work with you to reschedule.

15. Changes

We may update the service and these Terms. We will post the current version with its effective date. Material changes to a matter already booked will not apply to you without your agreement.

16. Term and termination

These Terms apply from when you accept them until the service is complete. Either party may end the engagement in writing. On termination, the cancellation and refund clause (section 8) applies.

17. Governing law and disputes

These Terms are governed by the laws of Thailand. Subject to your mandatory consumer rights, the courts of Thailand have non-exclusive jurisdiction over any dispute. We will try in good faith to resolve any dispute with you directly first.

18. General

If any provision is found invalid, the rest remains in force. These Terms, together with the Privacy Notice and your booking, are the entire agreement between us about the service. You may not transfer your rights without our consent; we may transfer ours to a successor of our business. We may give notices by email or through the portal. These Terms are available in English, Thai, and Chinese; the English version prevails if there is a conflict.

19. Contact

Pride Legal Co., Ltd., TT02, 24th Floor, Chamchuri Square Building, 319 Phayathai Road, Pathumwan, Bangkok 10330, Thailand. Email: Help@pridelegal.co.th. Telephone: +66 64 959 0676.