

GRACEFULLY DRIVEN TEACHERS PTY Ltd

www.gracefullydriventeachers.com
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TERMS AND CONDITIONS

Including Refund & Cancellation Policy

Effective Date: 7 May 2026

Please read these Terms and Conditions carefully before purchasing or accessing any product or course offered by Gracefully Driven Teachers. By completing a purchase or accessing any course content, you confirm that you have read, understood, and agreed to be bound by these Terms and Conditions in their entirety.

1. ABOUT US

Gracefully Driven Teachers is an online educational platform operated by Nicolene Vogel, providing play-based early literacy courses and reading materials designed to help parents teach their toddlers and young children to read.

- Business Name: Gracefully Driven Teachers Pty Ltd
- Owner / Instructor: Nicolene Vogel
- Website: www.gracefullydriventeachers.com
- Email: nicolene@gracefullydriventeachers.com
- Phone: +27 83 282 3087

2. ACCEPTANCE OF TERMS

By accessing this website, enrolling in any course, or purchasing any digital product from Gracefully Driven Teachers, you agree to these Terms and Conditions and our Privacy Policy. These terms apply to all visitors, users, and customers.

If you do not agree with any part of these Terms, you must not use this website or purchase our products.

3. PRODUCTS AND SERVICES

3.1 Course Modules

We offer the following online reading programmes for parents to use with their toddlers and young children:

- Module 1 – \$37 (19 Lessons, 4 Self-Help Books, Songs, Game Apps; valued at \$99)
- Module 2 – \$37 (10 Lessons, 4 Self-Help Books, Songs, Game Apps; valued at \$99)

- Module 3 – \$37 (11 Lessons, 4 Self-Help Books, Songs, Game Apps; valued at \$99)
- Module 4 – \$37 (11 Lessons, 4 Self-Help Books, Songs, Game Apps; valued at \$99)
- Module 5 – \$37 (11 Lessons, 4 Self-Help Books, Songs, Game Apps; valued at \$99)
- Complete 5-Step Programme – \$167 (66 Lessons, 16 Books, Songs, Game Apps; valued at \$997)
- The Ultimate Bundle – \$347 (66 Lessons, 6 Online Tutor Sessions, 3 Coaching Sessions for Parents, Lifelong Parent Support Group, 16 Books, Game Apps; valued at \$1,500)

3.2 Digital Reading Materials

We also sell digital reading materials, including e-books and supporting resources. Details of these products are listed on our website.

3.3 Nature of Products

All courses and materials are delivered digitally via our online platform. No physical goods are shipped. Access is granted immediately upon confirmation of payment.

4. ENROLMENT AND ACCESS

- You must create an account on our platform to access your purchased course.
- You are responsible for maintaining the confidentiality of your login credentials.
- Your account and course access are personal and non-transferable. You may not share your login details with any other person.
- Gracefully Driven Teachers reserves the right to revoke access if misuse or account sharing is detected.
- Course access is granted for personal, non-commercial use only.
- The Ultimate Bundle includes lifelong parent support group access as specified.

5. PAYMENT

- All prices are displayed in US Dollars (USD) unless otherwise stated.
- Payment is due in full at the time of purchase.
- We accept payments via the secure payment methods available at checkout.
- You agree to provide accurate and complete billing information.
- Gracefully Driven Teachers is not responsible for any bank charges, currency conversion fees, or transaction fees applied by your payment provider.
- We reserve the right to update pricing at any time. Changes to pricing will not affect purchases already completed.

6. INTELLECTUAL PROPERTY

All content on this website and within our courses, including but not limited to videos, audio files, e-books, lesson materials, graphics, logos, course structure, and written materials, is the exclusive intellectual property of Gracefully Driven Teachers and Nicolene Vogel, and is protected by applicable copyright and intellectual property laws.

You are granted a limited, non-exclusive, non-transferable licence to access and use the course content for your own personal, non-commercial use only. You may not:

- Copy, reproduce, distribute, or share any course materials in any format
- Upload or share content on any third-party platform, social media, or file-sharing service
- Sell, sublicense, or commercially exploit any course materials
- Create derivative works based on our course content without prior written permission

Any unauthorised use of our content may result in immediate termination of access and may be subject to legal action.

7. DISCLAIMER OF RESULTS

Our courses and materials are designed by experienced educators to support early literacy development. However, results will vary from child to child. Gracefully Driven Teachers does not guarantee that any specific learning outcome or reading level will be achieved within a particular timeframe.

The effectiveness of the programme depends on many factors, including the age of the child, the consistency of practice, parental engagement, and individual learning pace. We encourage parents to use the programme daily as recommended and to engage actively with the lessons.

8. LIMITATION OF LIABILITY

To the fullest extent permitted by law, Gracefully Driven Teachers and Nicolene Vogel shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising from your use of, or inability to use, this website, our courses, or our digital products.

Our total liability to you, in any event, shall not exceed the amount you paid for the specific product or course giving rise to the claim.

9. PRIVACY AND DATA

We collect and process personal data in accordance with our Privacy Policy, available on our website. By using our services, you consent to such processing and warrant that all data you provide is accurate.

We do not sell your personal information to third parties. Your data is used solely for the purpose of delivering our services, communicating with you, and improving our offerings.

10. CHANGES TO THESE TERMS

Gracefully Driven Teachers reserves the right to update or modify these Terms and Conditions at any time. Changes will be posted on this page with an updated effective date. Continued use of our platform or services after any changes constitutes your acceptance of the revised terms.

We recommend checking this page periodically to stay informed of any updates.

11. GOVERNING LAW

These Terms and Conditions are governed by the laws of the Republic of South Africa. Any disputes arising from or related to these Terms shall be subject to the exclusive jurisdiction of the courts of South Africa.

12. CONTACT US

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

- Email: nicolene@gracefullydriventeachers.com
- Phone: +27 83 282 3087
- Website: www.gracefullydriventeachers.com

REFUND AND CANCELLATION POLICY

Gracefully Driven Teachers – Online Courses & Digital Products

Effective Date: 7 May 2026

At Gracefully Driven Teachers, we are committed to delivering a high-quality, proven learning experience. We stand behind the effectiveness of our programme and want every parent and child to succeed. However, because our products are digital in nature and access to course content is granted immediately upon purchase, we have established a clear and fair refund policy as set out below.

1. GENERAL POLICY – DIGITAL PRODUCTS (READING MATERIALS)

Due to the nature of digital downloads and e-books, all sales of standalone digital reading materials are final. We do not offer refunds on digital products once they have been downloaded or accessed.

Please review all product descriptions carefully before purchasing. If you have questions about a product before buying, please contact us at nicolene@gracefullydriventeachers.com.

2. REFUND POLICY – ONLINE COURSES

We want you and your child to experience the full benefit of our programme. We therefore offer a conditional satisfaction-based refund on all course purchases, subject to the requirements set out below.

2.1 Refund Window

Refund requests must be submitted within 30 (thirty) calendar days of the date of purchase.

2.2 Proof of Genuine Engagement Required

Because our courses are delivered digitally and access is granted immediately, we require evidence that you genuinely attempted to use the programme before requesting a refund. This is to ensure fairness to all parties and to confirm that the course had a fair opportunity to work.

To be eligible for a refund, you must provide ALL of the following:

a) Proof of Lesson Completion

You must provide proof that you have completed a minimum of 70% of the lessons in the module(s) or programme purchased. This will be verified through your account activity and platform progress log.

b) Evidence of Daily Use

You must demonstrate that you used the programme consistently, ideally daily or near-daily, for a minimum of 21 (twenty-one) consecutive days. This may be verified through login records and platform usage data.

c) Written Record of Child's Progress

You must submit a brief written report (minimum one paragraph per week) describing your child's engagement with the lessons and any progress or challenges observed during the trial period. This report should cover at least 3 weeks of use.

d) Participation in Support Resources

Where applicable to your purchased package, you must demonstrate that you made use of available support, such as the parent support group, coaching sessions, or tutor sessions, and that these did not resolve the issue.

e) Reason for Refund Request

You must submit a clear written explanation of why the programme did not work for your child, including specific concerns or difficulties experienced.

2.3 How to Submit a Refund Request

To request a refund, please email us at nicolene@gracefullydriventeachers.com with the subject line: REFUND REQUEST – [Your Full Name] – [Course Name].

Your email must include all of the evidence listed in Section 2.2 above. Incomplete refund requests will not be processed and will be returned for completion.

2.4 Processing of Refund Requests

- All refund requests will be reviewed within 5–7 business days of receiving your complete submission.
- We may contact you for additional information or to discuss your experience before making a decision.
- Approved refunds will be processed within 10 business days and returned via the original payment method.
- Refunds are issued at the sole discretion of Gracefully Driven Teachers, based on compliance with the requirements above.

3. NON-REFUNDABLE CIRCUMSTANCES

Refunds will NOT be granted in the following circumstances:

- The refund request is submitted after 30 calendar days from the date of purchase
- The required proof of engagement (lessons completed, daily use, written records) has not been provided
- The customer has not completed at least 70% of the purchased course content
- The programme was used inconsistently, sporadically, or for fewer than 21 days
- The refund request is based solely on a change of mind
- The customer has shared their account access with another person in violation of these Terms
- Technical difficulties that were reported but not communicated to us for support resolution
- Refund requests for individual modules where the Complete 5-Step Programme or Ultimate Bundle was purchased (the bundle is treated as a single product)

4. CANCELLATION POLICY

4.1 Before Access is Granted

If you wish to cancel your order before you have accessed or logged into the course platform, please contact us immediately at nicolene@gracefullydriventeachers.com. If cancellation is requested before course access has been activated, a full refund will be issued.

4.2 After Access is Granted

Once you have been granted access to any course content, your purchase is considered activated and the conditional refund policy in Section 2 applies. Simple cancellations without engagement are not accepted after access has been provided.

4.3 Ongoing Subscriptions or Support Plans

Where ongoing support plans or parent community access is included in your package (such as with the Ultimate Bundle), you may cancel participation in the support group at any time by contacting us. Cancellation of ongoing support does not entitle you to a refund of any amounts already paid.

5. TECHNICAL ISSUES

If you experience technical difficulties accessing your course content, please contact us immediately at nicolene@gracefullydriventeachers.com so we can resolve the issue. Technical difficulties that prevent course use will not be treated as grounds for a refund unless they are reported promptly and cannot be resolved within a reasonable time.

6. CHARGEBACKS

We ask that customers contact us directly to resolve any concerns before initiating a chargeback through their bank or payment provider. Unwarranted chargebacks may result in the immediate suspension of your account and access to all course materials, and may be disputed with the relevant evidence provided to the payment processor.

7. CONTACT US

If you have any questions about our Refund and Cancellation Policy, or if you need support with your course, please reach out to us:

- Email: nicolene@gracefullydriventeachers.com
- Phone: +27 83 282 3087
- Website: www.gracefullydriventeachers.com

We are here to help and we genuinely want your child to succeed. Please do not hesitate to reach out before considering a refund — our support team and parent community exist to help you get the best results from our programme.