HEALING TREE HUB

TERMS & CONDITIONS

PRIVACY POLICY • CONFIDENTIALITY • WELLNESS DISCLAIMER

Effective Date: **22 September 2026**

Version 1.0

Sarah Xanthos

Healing Tree Hub

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healingtreehub.com

Please read this document before purchasing, booking, enrolling or registering.

PLEASE READ BEFORE PURCHASING OR REGISTERING

These Terms & Conditions, Privacy Policy, Confidentiality provisions and Wellness Disclaimer apply to products, services, courses, programs, memberships, workshops, events, digital content, practitioner training, healing services and other offerings provided by **Healing Tree Hub** and programs operated by Sarah Xanthos, including **Sarah Xanthos Transformational Communication**.

By **purchasing a product, booking a service, enrolling in a course or program, joining a membership, or registering for an event**, you confirm that you have read, understood and agree to these Terms & Conditions, Privacy Policy, Confidentiality provisions and applicable Wellness Disclaimer.

These Terms form part of the agreement between you and Healing Tree Hub.

If you do not agree with these Terms, please do not purchase, book, enrol or register.

Nothing in these Terms excludes, restricts or modifies any rights or remedies that cannot legally be excluded under Australian law, including the Australian Consumer Law.

PART ONE — TERMS & CONDITIONS

1. ABOUT HEALING TREE HUB

These Terms apply to products and services provided by **Healing Tree Hub**, operated by **Sarah Xanthos**, including programs, courses and services offered under associated brands and programs, including **Sarah Xanthos Transformational Communication**.

For simplicity, these Terms refer to Healing Tree Hub and its applicable programs as **“we”, “us”, “our” or “Healing Tree Hub”**.

“You”, “your”, “participant”, “student” or “customer” means the person purchasing, booking, enrolling in, accessing or participating in our products or services.

2. OUR SERVICES

Our offerings may include, but are not limited to:

- Reiki training and practitioner programs
- Mylantar Method training
- Heaven & Earth programs
- Heaven & Mylantar practitioner training
- Transformational Communication
- Transformational Shadow Work
- manifestation and personal development programs
- meditation and sound-based practices
- energy healing
- spiritual and intuitive guidance

- chakra and aura education
- workshops and masterclasses
- memberships
- online courses and live online programs
- in-person courses and events
- practitioner gatherings
- business and professional development
- photography events
- digital products and resources
- complementary wellness services
- educational and experiential programs.

Specific inclusions, dates, prices, duration and delivery methods will be communicated at the time of purchase or registration.

3. ACCEPTANCE OF THESE TERMS

Your purchase, booking, enrolment, membership registration or event registration constitutes your acceptance of these Terms.

Where a particular product or service has additional terms communicated before purchase, those terms form part of your agreement with us.

If there is an inconsistency between these Master Terms and specific terms clearly provided for a particular product or service, the specific terms will apply to the extent of that inconsistency.

4. AUSTRALIAN CONSUMER LAW

Nothing in these Terms is intended to exclude, restrict or modify any rights or remedies available to you under the **Competition and Consumer Act 2010 (Cth)**, including the Australian Consumer Law.

Australian Consumer Law may provide consumers with guarantees relating to products and services. Where those rights apply, they cannot be excluded by contract.

Our cancellation, refund, liability and other provisions operate subject to those rights.

5. PRICING

All prices will be displayed in Australian dollars unless otherwise stated.

The applicable price will be the price displayed at the time you purchase, book or register.

We reserve the right to change prices for future purchases. A price change will not retrospectively alter a purchase that you have already completed.

Where GST applies, this will be reflected in the applicable pricing.

6. PAYMENT

Payment must be made using the payment method made available at the time of purchase.

You agree to provide accurate and current payment and contact information.

Payments may be processed by third-party payment providers.

We are not responsible for delays or failures caused by banks, payment providers or other third-party systems outside our reasonable control.

7. PAYMENT PLANS

Where a payment plan is offered, the total price, number of payments and payment frequency will be communicated before purchase.

By selecting a payment plan, you agree to the payment schedule presented to you.

A payment plan is an agreement to pay for the applicable product or service according to the agreed schedule.

If a payment fails, we may contact you to arrange payment or use reasonable payment-retry processes through the applicable payment provider.

Where you are entitled to cancel or receive a refund under Australian Consumer Law, those rights remain unaffected.

8. CANCELLATION & REFUND POLICY

8.1 Scheduled Appointments, Services, Workshops & Events
Unless a specific product or service has different cancellation terms, cancellations should be made **at least 48 hours before the scheduled commencement time**.

Where a cancellation is made at least 48 hours before commencement, we will consider the request for a refund in accordance with the applicable product or service terms and Australian Consumer Law.

Cancellations made less than 48 hours before commencement may be non-refundable because the appointment, place, practitioner time, venue and/or resources may have been specifically reserved for you.

Where appropriate, Healing Tree Hub may offer a transfer to another date, a credit, an alternative appointment or another reasonable arrangement. These options will be considered on a case-by-case basis unless otherwise specified.

Nothing in this policy removes any rights you may have under Australian Consumer Law.

8.2 Online Self-Paced Courses
Online, self-paced and go-at-your-own-pace courses are generally **non-refundable once access to the digital course content has been provided**.

This is because access to the purchased digital content may be provided immediately and the participant is able to access the course independently of a scheduled attendance date.

This may include videos, recordings, workbooks, eBooks, meditations, downloadable resources, course modules, presentations, teaching materials and other digital content.

However, we understand that circumstances can change. If circumstances affect your ability to complete a self-paced course, you are welcome to contact Healing Tree Hub to discuss your situation.

Where appropriate, we may consider extending your access, transferring you to another program, providing a course credit, temporarily suspending access or another reasonable arrangement.

Any such arrangement will be considered individually and does not create an automatic entitlement to a refund.

Nothing in this section excludes rights available under Australian Consumer Law.

8.3 Live Online Courses & Programs
Where a course includes scheduled live sessions, the specific course description will outline the relevant dates and delivery arrangements.

Where recordings or replays are included, they may be provided after the relevant session.

Failure to attend a live session does not automatically create an entitlement to a refund.

Where circumstances affect your ability to participate, please contact us as early as possible so that reasonable options can be considered.

9. DEFERRALS & TRANSFERS

Where appropriate, we may allow a student to defer or transfer their participation.

Any deferral or transfer must be approved by us, may depend on availability, may be subject to a specified timeframe and may be subject to reasonable administrative conditions.

A deferral is not automatically available unless expressly included in the relevant product or service.

10. MEMBERSHIPS

Memberships may provide access to digital content, meditation libraries, community spaces, member-only events, Q&A; sessions, live sessions, recordings, discounts, workshops, resources and other membership benefits.

The inclusions applicable to your membership will be communicated when you join.

We may update, add, replace or retire individual pieces of content, sessions, resources, presenters or activities as part of the ongoing operation of the membership.

We will endeavour to maintain the core nature and value of the membership.

11. RECURRING MEMBERSHIP PAYMENTS

Where a membership operates on recurring payments, you authorise the nominated payment provider to charge the applicable membership fee at the disclosed frequency.

You may cancel your membership using the cancellation process provided by us.

Cancellation will prevent future recurring charges once the cancellation becomes effective.

Payments that have already been validly processed will not automatically be refundable, subject to your rights under Australian Consumer Law.

If membership pricing changes, we will provide reasonable notice before the new price takes effect and provide information about how you may cancel.

We will not retrospectively increase fees for periods that have already been paid.

12. DIGITAL COURSE & MEMBERSHIP ACCESS

Access to digital courses and memberships may be provided through third-party platforms.

You are responsible for maintaining the security of your login information.

You must not share your login details, provide your paid access to another person, sell or transfer your account, allow another person to access paid content through your account or otherwise misuse your access.

We may suspend or restrict access where we reasonably believe an account is being misused or these Terms have been breached.

13. INTELLECTUAL PROPERTY

All intellectual property created or owned by Sarah Xanthos, Healing Tree Hub or the applicable content owner remains the property of its respective owner.

This includes, without limitation, course content, teaching frameworks, methodologies, written materials, workbooks, eBooks, videos, recordings, meditations, scripts, presentations, graphics, templates, original terminology, training structures, digital resources, photographs, audio materials, promotional materials and other original content.

Purchasing or participating in a course or service does not transfer ownership of that intellectual property to you.

14. USE OF COURSE MATERIALS

Unless we provide written permission, you must not copy substantial portions of course materials, reproduce course materials, sell course materials, distribute course materials, upload course materials publicly, share paid course access, share login details, commercially reproduce our proprietary teaching materials, record training for redistribution, remove branding or copyright information, reproduce our proprietary course structure as your own, teach our proprietary methodology as your own creation or commercially exploit our intellectual property.

You may use general knowledge, skills and personal insights gained through participation in our programs.

15. PROPRIETARY METHODOLOGIES

Sarah Xanthos has developed original methodologies, frameworks, terminology and educational systems.

Where a methodology is identified as proprietary, participation in training does not transfer ownership of that methodology.

Participants may use the knowledge and skills legitimately acquired through training.

Participants must not claim ownership or authorship of Sarah Xanthos' proprietary methodology or represent it as having been independently developed by them.

Where practitioner use is authorised through a specific training program, that authorisation is subject to the relevant practitioner requirements.

16. CONFIDENTIALITY & COMMUNITY PRIVACY

Our courses and programs may involve participants sharing personal, emotional, spiritual, professional, business or other private information.

Participants are expected to respect the confidentiality and privacy of other participants.

You must not knowingly disclose another participant's private information, publish private conversations, distribute screenshots of private discussions, record private sessions without permission, use another participant's personal information for marketing, use another participant's circumstances for commercial gain or publicly identify or discuss another participant's personal disclosures without permission.

We encourage participants to use appropriate discretion when sharing personal information within group environments.

Because group programs involve other people, we cannot guarantee that every participant will comply with these expectations.

17. CLIENT RELATIONSHIPS & NON-SOLICITATION

Through our programs, participants may meet clients, students, practitioners and members of the Healing Tree Hub community.

You must not knowingly use confidential or personally identifiable information obtained through participation in our programs to directly solicit, divert or attempt to take a Healing Tree Hub or Sarah Xanthos client for your own competing commercial purposes.

This includes approaching a client introduced through Healing Tree Hub for the purpose of obtaining their business directly; using client contact information obtained through a program for your own marketing; privately marketing your services to a client where the contact information was obtained through Healing Tree Hub; encouraging a client to leave Healing Tree Hub in order to purchase competing services from you; or using confidential business or client information obtained through our programs for your commercial benefit.

This does not prevent general public advertising, operating your own independent business, working with a genuine pre-existing client relationship, accepting an unsolicited approach from an individual or ordinary professional relationships that do not involve misuse of confidential information.

This clause applies only to the extent permitted by law.

18. PHOTOGRAPHY, VIDEO & AUDIO

Photography, video and audio recording may occur at certain courses, workshops, events and activities.

Where an identifiable person's image, voice or recording is intended to be used for promotional purposes, appropriate consent will be obtained where required.

Photography or recording may also be undertaken for legitimate operational, educational or documentation purposes.

Where you have concerns about being photographed or recorded at a particular event, please speak with us before or during the event so that reasonable arrangements can be considered.

19. PROFESSIONAL PHOTOGRAPHY EVENTS

Where professional photography is included in an event, an external photographer may be engaged; photographs may be supplied digitally as specified in the event description; copyright may remain with the photographer unless otherwise agreed; use of photographs supplied to you may be subject to the photographer's licensing conditions; and Healing Tree Hub will handle promotional use of identifiable participant photographs in accordance with applicable consent requirements.

20. PARTICIPANT CONDUCT

We expect participants to behave respectfully toward Sarah Xanthos, staff, contractors, guest presenters, practitioners, students and other community members.

We do not tolerate harassment, bullying, threats, intimidation, discrimination, abusive conduct, deliberate disruption, inappropriate sexual behaviour or conduct that creates an unsafe environment.

Where reasonably necessary, we may restrict participation or ask a person to leave an event, course or community environment.

Any action taken will be proportionate and subject to applicable law.

21. CERTIFICATES & TRAINING RECOGNITION

Unless expressly stated otherwise, certificates issued by Sarah Xanthos or Healing Tree Hub are certificates of completion, attendance or participation.

They are not automatically nationally recognised qualifications, government-accredited qualifications, medical qualifications, professional registrations or licences to practise a regulated profession.

Participants are responsible for understanding and complying with any professional, insurance, regulatory or legal requirements applicable to their own practice.

22. THIRD-PARTY PLATFORMS & PROVIDERS

We may use third-party providers to operate and deliver our services. These may include course platforms, payment providers, booking systems, email platforms, video conferencing services, website hosting providers, photographers, contractors, accountants, professional advisers and other technology providers.

Your use of those platforms may also be subject to their own terms and privacy policies.

23. CHANGES TO COURSES, PROGRAMS & EVENTS

Circumstances may occasionally require us to change dates, venues, presenters, session times, technology platforms, delivery methods, course structures or individual content.

Where reasonably possible, we will provide notice.

If a significant change materially affects the service purchased, we will consider appropriate options in accordance with applicable law.

24. CIRCUMSTANCES BEYOND OUR CONTROL

We will not be responsible for delays or inability to provide a service caused by circumstances outside our reasonable control, including serious illness, emergencies, natural disasters, extreme weather, venue closures, technology outages, government restrictions, transport disruptions or other unforeseen circumstances.

Where appropriate, we may reschedule, transfer or provide an alternative delivery method.

Your legal rights remain unaffected.

25. HEALTH & SAFETY

You are responsible for communicating information reasonably necessary for us to provide services safely.

You should inform us of relevant physical limitations, accessibility requirements, health considerations or other circumstances that may reasonably affect your participation.

You remain responsible for making informed decisions about whether an activity is appropriate for you.

26. LIMITATION OF LIABILITY

To the maximum extent permitted by law, we are not responsible for loss arising from misuse of our services, failure to follow reasonable instructions, failure to disclose relevant information, reliance on information outside the intended scope of the service, interactions between participants, actions of independent third parties or circumstances outside our reasonable control.

Nothing in these Terms excludes liability that cannot legally be excluded.

27. COMPLAINTS & DISPUTE RESOLUTION

If you have a concern about a product or service, please contact us as soon as reasonably possible.

We will endeavour to understand the issue and work with you toward a reasonable resolution.

Nothing in this section prevents you from exercising any legal rights available to you.

28. BREACH OF TERMS

Where we reasonably believe these Terms have been breached, we may take reasonable and proportionate action.

This may include requesting that materials be removed, restricting access, suspending participation, requesting deletion or return of confidential information, cancelling future access where legally permitted or taking other appropriate action.

29. CONTINUING OBLIGATIONS

Clauses relating to intellectual property, confidentiality, privacy, proprietary methodologies, client relationships, non-solicitation, misuse of course materials and outstanding payment obligations will continue to apply after completion or termination to the extent permitted by law.

30. GOVERNING LAW

These Terms are governed by the laws applicable in **Victoria, Australia**.

Any dispute will be subject to the applicable courts and tribunals of Victoria, subject to any mandatory rights or jurisdiction available under Australian law.

PART TWO — PRIVACY POLICY

31. OUR COMMITMENT TO YOUR PRIVACY

Healing Tree Hub respects your privacy and is committed to handling personal information responsibly.

We may be subject to obligations under the **Privacy Act 1988 (Cth)** and the Australian Privacy Principles, including obligations relating to health information where we provide health or complementary wellness services.

32. INFORMATION WE MAY COLLECT

Personal information: name, email address, telephone number, postal or residential address, date of birth where relevant and emergency contact details where appropriate.

Purchase information: bookings, enrolments, membership information, purchases, payment plans, invoices and transaction history.

Health and wellbeing information: where reasonably necessary, information you voluntarily provide regarding health conditions, medications, physical limitations, accessibility requirements, wellbeing, relevant medical information and other information relevant to your participation or safety.

Health information is considered sensitive information under Australian privacy law.

Course and participation information: course progress, feedback, questionnaire responses, communications, participation records, testimonials voluntarily provided and information you choose to share within programs.

33. HOW WE COLLECT INFORMATION

Information may be collected through our website, online forms, booking systems, checkout pages, course enrolments, membership registrations, email, telephone, messaging, questionnaires, intake forms, in-person conversations and third-party platforms used to provide our services.

34. WHY WE COLLECT YOUR INFORMATION

We may collect and use your information to provide products and services; process bookings and payments; administer courses and memberships; communicate with you; provide customer support; manage health and safety; administer practitioner training; issue certificates; improve our services; maintain business records; comply with legal obligations; manage complaints and disputes; and send marketing communications where permitted and appropriately consented to.

35. HEALTH INFORMATION

Where health information is collected, we will handle it in accordance with applicable privacy requirements.

We will seek appropriate consent where required and will generally only collect health information reasonably necessary for the relevant purpose.

We will not ask you to provide health information that is unnecessary for the service.

36. HOW WE USE YOUR INFORMATION

Your personal information may be used to fulfil purchases, provide services, contact you about your booking, provide course access, manage membership access, process payments, provide customer support, send administrative communications, improve our products and services, maintain appropriate records and meet legal obligations.

37. DISCLOSURE OF PERSONAL INFORMATION

We may disclose personal information where reasonably necessary to operate our business and provide services.

This may include disclosure to payment providers, booking platforms, course platforms, website providers, hosting providers, email providers, video conferencing providers, contractors, photographers, accountants, insurers, legal advisers, professional advisers and government or regulatory authorities where legally required.

We do not sell your personal information.

38. OVERSEAS DISCLOSURE

Some service providers we use may store or process information outside Australia.

Where this occurs, we will take reasonable steps to ensure that information is handled appropriately and consistently with our legal obligations.

39. SECURITY

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification and unauthorised disclosure.

However, no electronic storage or transmission system can be guaranteed to be completely secure.

40. ACCESS & CORRECTION

You may contact us to request access to personal information we hold about you or request correction of inaccurate information.

Requests will be handled in accordance with applicable privacy law.

41. PRIVACY COMPLAINTS

If you believe we have mishandled your personal information, please contact us so that we can investigate your concern.

We will endeavour to respond within a reasonable timeframe.

If you are dissatisfied with our response, you may have the right to make a complaint to the **Office of the Australian Information Commissioner (OAIC)**.

42. MARKETING COMMUNICATIONS

We may send communications relating to your purchases, bookings, courses, memberships, appointments, payments, account administration and other services you have requested.

Where we send commercial marketing communications, we will comply with applicable Australian law, including requirements relating to consent, sender identification and unsubscribe facilities.

You may unsubscribe from promotional communications at any time.

Unsubscribing from marketing communications will not necessarily stop essential administrative communications relating to a product or service you have purchased.

43. PRIVACY POLICY UPDATES

We may update this Privacy Policy from time to time.

The current version will be made available through our website or relevant platform.

Where appropriate, we will notify affected individuals of significant changes.

PART THREE — MEDICAL, HEALTH & WELLNESS DISCLAIMER

44. NATURE OF OUR SERVICES

Unless expressly stated otherwise, the services provided by Sarah Xanthos and Healing Tree Hub are complementary, educational, spiritual, experiential or wellness-based.

They may include Reiki, energy healing, Mylantar Method, Heaven & Earth practices, meditation, sound practices, chakra education, aura education, spiritual practices, intuitive practices, shadow work, Transformational Communication, personal development and related complementary practices.

45. NOT MEDICAL TREATMENT

These services are not intended to replace medical diagnosis, medical treatment, psychiatric care, psychological treatment, emergency medical care, prescription medication or professional healthcare advice.

Unless expressly provided by an appropriately qualified and registered healthcare professional acting within their scope of practice, we do not diagnose medical or psychiatric conditions or prescribe medical treatment.

46. DO NOT STOP OR CHANGE MEDICAL TREATMENT

Participation in our services does not mean that you should stop medication, change medication, stop medical treatment, delay seeking medical care, disregard medical advice or replace professional healthcare with complementary practices.

If you have concerns about your physical or psychological health, seek advice from an appropriately qualified healthcare professional.

If you experience an emergency or potentially serious symptoms, seek urgent medical assistance.

47. NO GUARANTEED OUTCOMES

People respond differently to educational, emotional, spiritual, energetic and wellness practices.

We do not guarantee any particular physical, emotional, psychological, spiritual, financial, relationship or life outcome.

Testimonials reflect individual experiences and are not guarantees of results.

48. PERSONAL RESPONSIBILITY

You remain responsible for your own choices, decisions and wellbeing.

You may choose not to participate in an activity.

You should communicate relevant concerns where necessary and seek appropriate professional assistance where required.

PART FOUR — CONFIDENTIALITY AGREEMENT

49. CONFIDENTIAL ENVIRONMENT

Our courses, workshops, memberships and programs may create environments where participants share personal, emotional, spiritual, professional or business information.

We expect participants to respect the privacy and confidentiality of information shared by others.

50. PARTICIPANT CONFIDENTIALITY

By participating in a program where confidential information may be shared, you agree not to knowingly disclose another participant's private information, publish private conversations, share screenshots of private discussions, record private conversations without permission, publicly identify another participant in connection with a private disclosure, use another participant's personal circumstances for commercial gain, use participant information for unsolicited marketing or distribute confidential information outside the intended program environment.

51. BUSINESS CONFIDENTIALITY

You may also have access to confidential business information belonging to Sarah Xanthos or Healing Tree Hub.

This may include business strategies, pricing, marketing plans, launch information, systems, client information, unpublished course material, intellectual property, operational information and proprietary methodologies.

You must not use or disclose confidential business information for your own commercial advantage without permission.

52. LIMITS OF CONFIDENTIALITY

Nothing in this confidentiality agreement prevents disclosure where disclosure is required by law, required by a court or lawful authority, necessary to prevent a serious and imminent threat to life, health or safety, or otherwise legally permitted or required.

PART FIVE — PHOTOGRAPHY & MEDIA

53. PHOTOGRAPHY AT EVENTS

Photography, video or audio recording may occur at events, workshops, courses and other activities.

Where we intend to use an identifiable person's photograph, video or recording for promotional purposes, we will seek appropriate consent where required.

If you do not wish to be photographed or recorded for promotional purposes, please communicate this to us.

PART SIX — GENERAL PROVISIONS

54. ENTIRE AGREEMENT

These Terms, together with any specific terms provided for the relevant product or service, form the agreement between you and Healing Tree Hub concerning your purchase or participation.

55. SEVERABILITY

If any provision of these Terms is found to be invalid, unlawful or unenforceable, that provision will be interpreted or modified to the extent necessary, and the remaining provisions will continue to operate to the extent permitted by law.

56. CHANGES TO THESE TERMS

We may update these Terms from time to time.

The updated version will be published through the relevant website or platform.

Unless otherwise required by law or agreed with you, changes will apply to new purchases, bookings, enrolments, memberships and registrations made after the updated Terms take effect.

Existing agreements will continue to be governed by the terms applicable to them unless those terms are validly varied.

57. EFFECTIVE DATE

These Terms are effective from **22 September 2026**.

Version 1.0.

They apply to new purchases, bookings, enrolments, memberships and registrations made on or after this date, subject to the provisions above concerning existing agreements.

BUSINESS INFORMATION

Legal Entity: Healing Tree Hub

ABN: 69 621 840 099

Business Address:
3 Parkside Rise
Wallan, Victoria, Australia 3756

Email: sarah@wallanhealingtree.com

Website: healingtreehub.com

Privacy Contact: sarah@wallanhealingtree.com

DOCUMENT VERSION

Document: Healing Tree Hub — Master Terms & Conditions, Privacy Policy, Confidentiality & Wellness Disclaimer
Version: 1.0
Effective Date: 22 September 2026
Last Updated: 22 September 2026

Website & Checkout Acceptance

By purchasing or registering for a product, service, course, membership or event, you confirm that you have read and agree to the Healing Tree Hub Terms & Conditions, Privacy Policy, Confidentiality provisions and Wellness Disclaimer.