Website Terms and Conditions — jenramsey.com

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Introduction

These Terms and Conditions ("Terms") govern your use of jenramsey.com (the "Website"), operated by THE AUTHORITY REVOLUTION™ ("we", "us", "our"), including The Authority Revolution Lab™, and any related coaching, consulting, programs and retreats we offer. By accessing or using the Website, or purchasing or participating in our programs or retreats, you agree to be bound by these Terms.

Acceptance of Terms

If you do not agree with these Terms, please do not use the Website or purchase our programs, services or retreats. We may update these Terms from time to time (see "Changes to These Terms" below); continued use of the Website after changes are posted constitutes acceptance of the updated Terms.

You must be at least 18 years old to use this Website or purchase our programs, services or retreats.

Intellectual Property

All content on this Website — including text, graphics, logos, the THE AUTHORITY REVOLUTION™ name and branding, The Authority Revolution Lab™, The Authority Pathway™, the Authority Revolution Report™, the Expertise × Authority = Outcomes formula, and other program materials, frameworks and methodologies — is owned by or licensed to us and is protected by Australian and international copyright and trademark law.

You may view and share content from this Website for personal, non-commercial purposes. You may not reproduce, distribute, modify, sell, teach or otherwise exploit any of our content, branding or program frameworks for commercial purposes without our prior written consent.

Acceptable Use

When using this Website, you agree not to:

- Use it for any unlawful purpose or in a way that breaches any applicable law or regulation
- Attempt to gain unauthorised access to the Website, our systems or any account
- Upload or transmit any virus, malicious code or harmful material
- Copy, scrape or harvest content from the Website for commercial use without permission

- Impersonate any person or misrepresent your affiliation with us

We may suspend or restrict access to the Website for anyone who breaches these Terms.

Payments, Fees and Cancellations

Fees for The Authority Revolution Lab™, other programs, coaching, consulting and retreats are as set out at the time of purchase or in your enrolment/booking agreement. Full payment, or an agreed payment plan, is required to confirm your place.

The Authority Revolution Lab™ Refund Policy

The Lab is a 13-week, live, cohort-based program with limited places, and our coaching capacity and resources are allocated against confirmed enrolments in advance. Our refund policy reflects that commitment:

- You may cancel for a refund, less a $600 administration fee, within 5 days of enrolling.
- After that point, fees are non-refundable, whether or not you complete the program, and regardless of whether you paid in full or via a payment plan.
- If you enrol on a payment plan, you are committing to the full program fee; remaining instalments remain payable on the agreed schedule even if you stop attending or participating.
- In genuine cases of illness or exceptional circumstances, we may, at our discretion, offer a deferral to a future cohort instead of a refund. Deferrals are not guaranteed and are assessed case by case.
- Fees are not refunded or credited for missed live sessions.

Retreat Refund Policy

- If you cancel more than 45 days before the retreat start date, you will receive a credit towards a future retreat of equal value.
- If you cancel 45 days or less before the retreat start date, you forfeit your entire retreat payment, with no refund or credit.
- We reserve the right to cancel or reschedule a retreat at any time due to natural disaster, political unrest, government-mandated restrictions, or other events beyond our reasonable control ("Force Majeure"), where running the retreat would be unsafe or unviable. In this case, we will reschedule the retreat and offer you a place on the rescheduled date; refunds are not provided for cancellations arising from such events.
- All retreat participants must hold valid international travel insurance covering overseas medical treatment and trip delay or cancellation, and must provide proof of cover before final payment. We are not responsible for any loss, theft, damage or injury that a valid travel insurance policy would otherwise cover.
- If you select a payment plan for a retreat, the outstanding balance is payable 30 days before the retreat start date; amounts not paid by that date may incur interest or additional charges.

The day-based cut-offs, fees and figures above should be checked against each specific retreat's current booking page before publishing.

Disclaimer

Content on this Website, and the coaching, consulting, programs and retreats we provide, are general in nature and intended to support leadership and authority development. They are not a substitute for professional medical, psychological, legal, financial or other advice. You should seek independent professional advice relevant to your own circumstances before making decisions based on anything provided through the Website or our programs.

While we are committed to supporting your growth, we do not guarantee specific outcomes, income, results or achievements, as these depend on individual circumstances, effort and factors outside our control.

Retreat activities (including yoga, movement, dance and sound-based practices) carry inherent physical risk. By participating, you confirm you are physically able to take part and will inform us of any relevant health conditions in advance.

Limitation of Liability

To the maximum extent permitted by law, we exclude all liability for any loss, damage, cost or expense (including indirect or consequential loss) arising from your use of the Website or participation in our programs or retreats, except where that liability cannot be excluded under the Australian Consumer Law or other applicable legislation.

Nothing in these Terms excludes, restricts or modifies any guarantee, right or remedy you have under the Australian Consumer Law that cannot lawfully be excluded.

Third-Party Links

The Website may contain links to third-party websites or services. We do not control and are not responsible for the content, accuracy or practices of those third-party sites. Including a link does not imply our endorsement, and you access third-party sites at your own risk.

Privacy

Our collection, use and storage of personal information is set out in our Privacy Statement, which forms part of these Terms. By using this Website or our services, you also agree to the terms of our Privacy Statement.

Governing Law

These Terms are governed by the laws of Queensland, Australia. You submit to the non-exclusive jurisdiction of the courts of Queensland, Australia, for any dispute arising from these Terms, your use of the Website, or our programs, services or retreats.

Changes to These Terms

We may update these Terms from time to time to reflect changes to our services, website or legal requirements. The current version will always be available on this Website, with the "last updated" date shown above. We encourage you to review these Terms periodically.

Contact Us

If you have questions about these Terms, please contact us at:

THE AUTHORITY REVOLUTION™ PO Box 3678 South Brisbane, Queensland, Australia. Email hello@jenramsey.com.