

Terms and Conditions

Last updated: April 2026

Important: These Terms and Conditions are provided as a practical starting point and do not constitute legal advice. We recommend having these Terms reviewed by a qualified attorney before publishing.

1. ABOUT THESE TERMS

These Terms and Conditions govern your use of the Sweet Bay Tree website at sweetbaytree.co.za and the professional services provided by Sweet Bay Tree.

By accessing our website or engaging our services, you confirm that you have read, understood, and agree to be bound by these Terms.

2. OUR SERVICES

Sweet Bay Tree provides the following professional services:

- Done-for-you systems implementation (The One Systems Fix)
- Client journey audits (Money Offer Experience Audit)
- Systems strategy workshops (What Happens Next? Workshop)
- Website design and build services
- Ongoing systems support retainers

3. BOOKING AND SCOPE LOCK

All service engagements begin with a confirmed booking and payment. For implementation services, no build begins until a Scope Lock has been completed and signed off by both parties.

The Scope Lock confirms the one offer and one system being built, the tools involved, the deliverables, the exclusions, and the success criteria.

Any requests outside the agreed Scope Lock constitute a change request and will be scoped and priced separately.

4. CANCELLATIONS AND RESCHEDULING

- Discovery calls and strategy sessions: We ask for a minimum of 24 hours notice to reschedule. Late cancellations or no-shows may forfeit the booking.
 - Implementation services: Once a Scope Lock is signed and the build has commenced, cancellations are not eligible for a refund.
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5. FEES AND PAYMENT

All fees are quoted in South African Rand (ZAR) unless otherwise stated. Payment is required upfront before any work commences unless a payment plan has been explicitly agreed in writing.

Late payments on invoiced amounts may attract interest at the prevailing legal rate. We reserve the right to pause or suspend services until outstanding amounts are settled.

6. DELIVERY TIMELINES

Standard delivery for implementation services is 5-10 business days after Scope Lock and all required assets have been received from the client.

Timelines are dependent on the client providing access, approvals, and content inputs on time. Client delays will extend the delivery timeline accordingly and do not entitle the client to a refund.

7. CLIENT RESPONSIBILITIES

To enable us to deliver on time and to scope, you agree to:

- Provide access to the required tools promptly after booking.
 - Supply all required content inputs, templates, and brand assets within the agreed timeframe.
 - Respond to review and approval requests within the timeframe specified.
 - Make decisions on scope and content in a timely manner.
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8. REFUND POLICY

We refund only if Sweet Bay Tree is unable to deliver the agreed service. No refunds will be issued for:

- Client delays or failure to provide required access or assets.
- Scope changes requested after Scope Lock is signed.
- Change of mind after the build has commenced.

Any refund requests must be submitted in writing to thuli@sweetbaytree.co.za within 7 days of the issue arising.

9. INTELLECTUAL PROPERTY

All content on this website is the intellectual property of Sweet Bay Tree and is protected under applicable copyright law. You may not reproduce, distribute, or use any content from this website without our prior written permission.

Systems maps, handover packs, workflow documentation, and any written materials produced during a service engagement are provided to the client for their own operational use. Reproduction or resale of these materials is not permitted without prior written consent.

10. CONFIDENTIALITY

We treat all client information shared in the course of a service engagement as confidential. We will not disclose your business information to any third party without your prior written consent, except where required by law.

11. LIMITATION OF LIABILITY

To the fullest extent permitted by applicable law, Sweet Bay Tree shall not be liable for any indirect, incidental, or consequential loss or damage arising from your use of our website or services.

Our total liability to you in connection with our services shall not exceed the total fees paid by you to us in the 12 months preceding the event giving rise to the claim.

12. GOVERNING LAW

These Terms are governed by the laws of the Republic of South Africa. Any disputes arising from these Terms or our services that cannot be resolved amicably shall be referred to the courts of South Africa.

13. CHANGES TO THESE TERMS

We reserve the right to update these Terms at any time. The date at the top of this page indicates when they were last revised. Continued use of our website or services after any changes constitutes your acceptance of the updated Terms.

14. CONTACT US

Sweet Bay Tree

Email: tameit@sweetbaytree.co.za

Website: sweetbaytree.co.za