

Terms and Conditions: This agreement sets forth legally binding terms for your purchase of services from Dacia Davison Services Limited.

Program Guarantee: I believe in my program and the value it offers. I am confident that I can support you during your journey towards wellbeing.

Accountability: We will be setting goals and monitoring your progress all the way through the program. You will be held accountable and encouraged to get the very best results. If you are not participating in the accountability portion of the program, you void your satisfaction guarantee as this program depends on your personal commitment, as well as my guidance and support.

Satisfaction: If you are not satisfied with the 4 month program after 10 days from the first session, then I may offer a full refund. In order to qualify for this refund, you must provide

- Evidence of engagement with the program (evidence of using and implementing the activities, reflections, forms, prompts provided by me)
- You must have attended at least one coaching session in full
- Documented discussion with me about your concerns and evidence of engaging in problem solving to identify any possible adaptations to meet your needs
- Group program deposits (\$100) are non-refundable
- Build Your Own Packages (3 sessions), if you change your mind before completing all 3 sessions then you are only eligible for a refund for remaining sessions. You will be billed at a full rate for each individual session that you have used (\$150 per session). There is no refund for sessions already completed.

Change of Mind Refunds: If you change your mind about your purchase before beginning the program then you are eligible for a full refund. In order to qualify for this, you must provide:

- Written request for refund due to change of mind or other reason identified within 7 days of making your first payment (including deposit)
- This request must be made prior to your first coaching call

Extenuating Circumstances: If you have extenuating life circumstances that require you to take a break from or stop the program you may be eligible for the following:

- A pause in your program and recommence at a later time (up to a 6 month pause)
- A partial refund if you chose to withdraw from the program

In order to qualify for this extension/withdrawal, you must provide:

- Written request to pause or stop the program with a legitimate reason provided (extreme financial hardship, death or significant health issues for yourself or a dependent in your care, or other extreme life events)
- If client and coach have agreed to a program pause, the client has 6 months to initiate their resumption of the program. If no contact has been made after 6 months, the client will be exited from the program and no refund will be given. If the client has been in contact but is unable to continue the program after 6 months pause, then they may be eligible for a partial

refund of the program. They will be still responsible for payment of the portion of the program that they have completed.

Any refunds and refund amounts for any reason will be at my discretion.

No Shows/Rescheduling: if you book a call and do not turn up after 5 minutes of its start, without any prior communication to me, then the call is considered forfeited and no refund will be given. If a call needs to be rescheduled, please provide as much prior notice as possible. Notice later than 24 hours will incur a \$50 fee. If you fail to turn up for 2 calls then you will be exited from the program and you will not be entitled to any refund. I have the right to use discretion regarding this policy.

Sharing of Content: Your purchase may include recorded content videos, audio tracks, self-study programs, webinars, workshops, coaching sessions, training courses, live events, downloads, forms, and other documents to support your growth. You agree not to share login information, call-in links, passwords, and protected links with 3rd parties. The materials provided to you upon purchase may not be reproduced in any form, or by any means, without the express written permission of Dacia Davison Services Limited. You may not reproduce, republish, display, perform, distribute modify, transmit, reuse, re-post, or use the content of the materials for public or commercial purposes without the express written permission of Dacia Davison Services Limited.

Program Fees: Program price changes over time as my program and services adapt and change. Some people are eligible for special discounts, offers, or different packages. Therefore, I do not offer any kind of price matching. The price you are offered at the time of your purchase is the only price you are eligible for regardless of what others are offered. Therefore, I request that you do not discuss price with others outside this program. Each person's situation is unique and no one is guaranteed the same program price.

If you have requested a payment plan, you must abide by the conditions of the payment plan or else you risk being exited from the program. If there is a failure to pay a fee, you may be paused from the program until the fees are paid or else you may be exited from the program immediately. The default (unless otherwise specified) payment expectation is that fees are paid within 48 hours of receiving the invoice. Fees may apply for payments later than 48 hours of the date of invoice. If you are unable to complete a payment, please communicate this as soon as possible so we can discuss a plan.

Any extra fees associated with payment options will be the responsibility of the payee.

Personal Liability and Damages: Dacia Davison Services Limited does not provide legal, medical, or financial advice or psychological diagnosis, treatment, or prescriptions. If it becomes clear in the context of our relationship that you have concerns that extend beyond the scope of our relationship, this will be documented and I will encourage you to seek additional support. It is your responsibility to initiate any additional support and I accept no personal liability for your personal circumstances that are consequential, incidental, indirect, special, or other similar damages even if such party has been advised of the possibility of such damages. In no event shall either party be liable to the other for exemplary or punitive damages.

I hold an occupational therapy registration and practice certificate in New Zealand. Therefore, if you reside outside of NZ, then I can only work with you as a "coach" not as an occupational therapist. That means that some components of the program or some of my services may not be available to you. I will communicate this as required.

Audio/Video Release: I authorize Dacia Davison to use my general story as a testimonial. I may be asked later on to allow the use of my voice, photo, and likeness captured in any program via

photographs, audio, or video, using any technology known or unknown, to be used for future products and/or marketing (this will only be shared with explicit consent on a separate form). I will receive no compensation from Dacia Davison Services Limited for use of my testimonial or likeness. I understand and agree that all recordings are exclusive rights of Dacia Davison and I do not ask for, or expect compensation for the use of the recordings or photographs in which I may appear or speak. Dacia Davison owns all rights to any audio/video, and/or photographs captured during the performance of this agreement.

Confidentiality: Any personal information shared between us in written, audio, or video format is protected information and will not be shared without your consent. Personal details including your name, details about your family, place of residence, and/or private details about your life will not be shared without your explicit consent.

Modification: Dacia Davison may modify this agreement from time to time and such modification will be in effect upon providing the revised contract to the individual who has signed it. You agree to be bound to any changes in this agreement when you use the services after such a modification has been made. It is therefore important that if you receive a new contract, you review this to ensure your awareness of any changes.

Opt-In: Signing this agreement and providing contact information gives Dacia Davison permission to contact you by email, whatsapp, voxer, facebook, or phone to relay special offers, announcements, and information.

Indemnity: You agree to indemnify and hold Dacia Davison, its subsidiaries, and affiliates, and their officers, agents, attorneys, and employees, harmless from any loss, liability, claim, or demand including reasonable attorneys' fees, made by you or any third party due to or arising out of this agreement, your use of the services, a breach of this agreement, any breach of your representations and warranties set forth above, and/or if any content that you post using the services causes Dacia Davison to be liable to another.

Acceptance: Your agreement of this contract is binding when any amount of payment has been made.