



Coaching Terms and Conditions

Please refer below to the terms and conditions regarding the purchase of the Well-th Matrix® Coaching or associated products (hereinafter “Well-th Coaching”, or “coaching”), products or courses.

The Well-th Matrix® and Well-th Coaching Program is owned and operated by Well-th Matrix as trustee for IsaLou Trust ABN 50 596 305 936. If you have any questions or need further information, please contact:

Louise Fitzgerald-Baker
PO Box 214
Capalaba QLD 4157
lou@loufitzbaker.com
Phone: 0409 034 277

This document sets out the Terms and Conditions you need to be aware of when purchasing the Well-th Coaching products.

Accepting These Terms

1. By accepting the agreement, you acknowledge you have read and will abide by the Terms and Conditions and agree this purchase is a contract between you and us.
2. This is a minimum 3-month coaching program comprising of:
 - a complimentary 45 min strategy session;
 - a detailed Discovery and Outcomes session
 - graded email support depending on the package
 - 1-4 live, zoom or phone 1:1 coaching sessions per month (depending on the package);
 - weekly inspiration and tips; and may include
 - priority registration to short courses and events.

The Investment

3. Upon acceptance, payment is made monthly in advance. The investment for the Silver Package is AUD \$250 per month, the Gold AUD \$450 and Platinum AUD \$600 per month.



4. Those paying 12 months in full receive one month free:

Eg. Platinum: AUD \$7,200 discounted to \$6,600;

Gold: AUD \$5,400 discounted to \$4,950;

Silver: AUD \$3,000 discounted to \$2,750.

5. Upon payment, the Outcomes and Discovery Questionnaire will be sent via email and the first sessions booked in via Calendly. This is a very detailed assessment and is the preliminary work for the first coaching session.

Cancellations and Refunds

6. There exists a 3 business-day cooling off period, if you change your mind or no longer wish to attend the coaching sessions and want to cancel, a \$80 AUD cancellation and admin fee will be charged. The balance of monies you have paid will be refunded.

7. To cancel and receive a refund, email lou@loufitzbaker.com within 3 business days from signing this agreement and advise us that you wish to cancel. We will refund the balance monies you have paid to us within 10 business days. After 3 business days, no refund will be available until the 3-month course is completed and then only under strict conditions (refer item 9).

Intellectual Property Rights

8. You agree that you will not distribute or transmit to another person any training program manuals or online training program access codes. You agree that if you break these commitments, you will be subject to possible prosecution and be removed from all future courses, bonuses, support, community groups and email correspondence without refund.

Happiness Guarantee

9. If you attend the entire 3 month coaching course in full and complete the agreed actions at the close of each session and have not seen change and improvement, email lou@loufitzbaker.com within 24 hours of completing the final coaching session and Well-th Matrix® will refund the amount you paid. Each coaching session must be attended. This guarantee does not apply if you change your mind or are not able to



attend the coaching or do not implement the agreed actions.

10. Coaching dates will be agreed in advance by both parties. If you are unable to attend the coaching, it must be postponed via email at least 24 hours to lou@loufitzbaker.com or via an alternative agreed channel between the parties ie whatsapp or text. The session will be re-scheduled.

11. If a coaching session is not attended, and no cancellation received by email 24 hours prior to the session time, then the session will not be replaced. We shall have no further liability to you in respect of the cancellation.

Limitation of Liability

12. You agree to limit any claim on Well-th Matrix as trustee for IsaLou Trust to the cost of the products or services purchased. This includes any loss or damage suffered by you in relation to the performance of the products or services purchased under this agreement.