

Inspire Change Online Coaching Membership Agreement

This agreement outlines the terms of your online coaching membership with Inspire Change Ltd. It is designed to create clarity, protect both parties, and support a consistent and professional coaching environment.

1. Parties

This agreement is between:

Inspire Change Ltd
15 Scotsvale Drive, RD1, Morrinsville, New Zealand

Email: eske@inspirechange.nz

Phone: 027 2633564

AND

The Member (you)

2. Membership Overview

Your membership includes:

- One 55 minute online group coaching call per fortnight
- One 15 minute individual coaching call per month

The individual call must be booked by you using the provided booking link.

This is a coaching membership, not a pay per session service.

3. Membership Term

This is a rolling membership with a minimum commitment of 4 weeks.

After the initial 4 week period, your membership continues automatically until cancelled in accordance with this agreement.

4. Booking and Attendance

You are responsible for booking your monthly 15 minute individual call.

Calls can be booked between 4 weeks and 48 hours in advance.

If not booked within the calendar month, the session is forfeited.

Missed or unattended sessions are forfeited.

Group calls must be attended live. Recordings are not provided.

5. Investment and Payment Terms

Membership fees are charged on a weekly or monthly basis via Stripe, depending on your selected option.

- Billing begins on your chosen start date.
- All pricing is in New Zealand Dollars (NZD) and includes GST where applicable.
- You are responsible for any international transaction or currency conversion fees.

If a payment fails:

- Access to services may be suspended until payment is resolved.
- Ongoing access does not waive outstanding payment obligations.

6. Price Changes

Inspire Change may adjust membership pricing occasionally and will provide 14 days notice.

- Active members will remain on their current pricing.
- If you cancel and later rejoin, you will be subject to the current pricing at that time.

7. Cancellation

After the initial 4 week period, you may cancel your membership:

- Directly through your billing platform
- Or via written notice (email)

A minimum of 7 days notice is required prior to your next billing cycle. You will retain access, including dashboard content, until the end of your paid period.

8. Pause Policy

You may pause your membership once per calendar year for up to 6 consecutive weeks.

- A \$29 administration fee applies.
- During the pause period, access is limited to the member dashboard only.
- Group calls and individual calls are not available during this time.
- After the pause period, your membership resumes at your original rate.

9. Refund Policy

Membership fees are non refundable once billed, except where required under New Zealand consumer law.

10. Client Responsibilities

You agree to:

- Take ownership of your participation and implementation
- Book and attend your sessions
- Communicate honestly regarding your health and limitations
- Seek medical clearance where required

You understand that results require consistency and engagement. You acknowledge that this membership requires ongoing participation and commitment to achieve meaningful outcomes.

11. Health and Medical Disclaimer

All coaching, training and nutrition guidance is educational in nature.

Inspire Change does not diagnose medical conditions or replace medical professionals.

Participation is voluntary and undertaken at your own risk.

12. Assumption of Risk and Limitation of Liability

Physical training involves inherent risk.

To the extent permitted by law, Inspire Change is not liable for injury, loss or damage arising from participation, except in cases of proven negligence.

Liability is limited to the total amount paid in the preceding 4 weeks of membership.

Nothing in this agreement limits your rights under the Consumer Guarantees Act 1993.

13. Confidentiality and Privacy

Your information is handled in accordance with the New Zealand Privacy Act 2020.

14. Use of Artificial Intelligence Tools

Inspire Change may use AI supported tools for:

- Program design support
- Analysis of training and nutrition data
- Administrative and document drafting

All use is within legal and privacy boundaries. AI outputs are advisory and do not replace professional judgement or medical advice.

15. Intellectual Property

All materials, frameworks and resources remain the property of Inspire Change.

They may not be copied, shared or distributed without written permission.

16. Communication Boundaries

Primary communication is via email and whatsapp.

- Additional support outside scheduled calls is not included unless agreed upon on a case-by-case basis.
- Responses will typically be provided within 48 business hours.

17. Code of Conduct

Members are expected to engage respectfully.

Inspire Change reserves the right to remove any member whose behaviour compromises the coaching environment.

No refund will be provided in such cases.

18. Termination

Inspire Change may terminate this agreement in cases of:

- Non payment
- Breach of terms
- Behaviour inconsistent with agreed standards

Outstanding balances remain payable.

19. Force Majeure

Neither party is liable for delays caused by events outside reasonable control.

20. Governing Law

This agreement is governed by the laws of New Zealand.

21. Service Evolution

Inspire Change may update, refine or evolve the structure, delivery or components of the membership over time.

Any changes will maintain or enhance the overall value of the membership.

22. Acceptance

By joining the membership, you confirm that you have read, understood and agree to these terms.