

EVENT TERMS & CONDITIONS

Applicable to all in-person and online events, workshops, masterclasses, and retreats.

IMPORTANT: By completing a booking, paying a deposit, or attending any Iconic Coaching event, you confirm that you have read and agree to be bound by these Event Participation Terms & Conditions. These terms apply in addition to Iconic Coaching's Website Terms & Conditions.

1. DEFINITIONS

In these Terms:

Event means any workshop, masterclass, retreat, seminar, group coaching session, online program session, or other event organised or delivered by Iconic Coaching, whether in-person or online.

In-Person Event means any Event held at a physical venue, including workshops, masterclasses, and retreats.

Online Event means any Event delivered via video conferencing, webinar, or other digital platform.

Iconic Coaching, we, us, our means Jed Co Pty Ltd ATF Jed Co Trust T/A Iconic Coaching.

Participant, you, your means the individual who registers for or attends an Event.

Booking Confirmation means the email confirmation issued by Iconic Coaching upon receipt of payment or an accepted deposit.

2. APPLICATION OF THESE TERMS

2.1 These Event Participation Terms & Conditions (**Terms**) apply to all persons who register for, purchase, or attend any Event run by Iconic Coaching. A binding agreement on these Terms is formed upon the earliest of:

- (a) completion of an online or in-person registration or booking;
- (b) payment of any deposit or event fee; or
- (c) attendance at the Event.

2.2 These Terms apply in addition to, and are to be read alongside, Iconic Coaching's Website Terms & Conditions. In the event of any inconsistency, these Terms prevail to the extent of the inconsistency as they relate to Events.

3. BOOKINGS AND PAYMENT

Securing Your Place

3.1 Your place at an Event is not confirmed or secured until a Booking Confirmation has been issued. Iconic Coaching reserves the right to decline any booking at its absolute discretion.

3.2 Where a deposit is required, the remaining balance is due 14 days prior to the Event. Failure to pay the balance by the due date may result in cancellation of your booking, with any deposit forfeited in accordance with clause 4.

When a Deposit is Required

3.3 A deposit is payable to confirm your Event Ticket, Workshop, Masterclass, or Retreat booking fixed in the sum of \$1,000.00.

3.4 If the Event Ticket, Workshop or Masterclass booking is less than the value of \$1,000 then full pre-payment is required.

3.5 A deposit is payable to confirm your In-Salon Education booking is 50% of the entire cost of the Event.

Ticket Transfers

3.6 Your booking may be transferred to another person attending the same Event, subject to:

- (a) our prior written consent;
- (b) the replacement participant completing registration and agreeing to these Terms; and
- (c) payment of any applicable transfer administration fee of \$49.00

3.7 Transfers to a different Event are treated as a cancellation and re-booking and are subject to the cancellation terms in clause 4.

3.8 Cancellation of any person or part of the Event is treated as a cancellation and re-booking and are subject to the cancellation terms in clause 4.4. Cancellation by Participant

4. TICKETED EVENTS, WORKSHOPS AND MASTERCLASSES – IN-PERSON

4.1 If you wish to cancel your booking for an In-Person Ticketed Event, Workshop or Masterclass, you must notify us in writing to hello@iconiccoaching.com.au. Cancellations are effective from the date we receive written notice. The following cancellation terms apply:

Notice Period (before Event date)	Refund/Credit Entitlement
60 or more days	Full refund less a \$49 administration fee, OR full credit transferable to store credit or another event (your choice).
45 to 59 days	50% refund of all amounts paid, OR 50% credit transferable to store credit or another event (your choice).
30 to 44 days	25% refund of all amounts paid. No credit transfer available.
Less than 30 days	No refund. No credit. All amounts forfeited.
No show (no notice provided)	No refund. No credit. All amounts forfeited.

4.2 You have three (3) days from cancellation to notify us in writing to hello@iconiccoaching.com.au of your decision for transfer or refund (if applicable), and if no decision is received, entitlement will default to store credit.

In-Person Retreats and In Salon Education

4.3 If you wish to cancel your booking for a Retreat or In Salon Education, you must notify us in writing to hello@iconiccoaching.com.au. Cancellations are effective from the date we receive written notice. The following cancellation terms apply:

Notice Period (before Event date)	Refund/Credit Entitlement
91 or more days	Full refund less the \$1,000 deposit paid, OR full credit transferable to store credit or another event (your choice).
61 to 90 days	25% refund of all amounts paid. No credit transfer available.
Less than 60 days	No refund. No credit. All amounts forfeited.
No show (no notice provided)	No refund. No credit. All amounts forfeited.

4.4 You have three (3) days from cancellation to notify us in writing to hello@iconiccoaching.com.au of your decision for transfer or refund (if applicable), and if no decision is received, entitlement will default to store credit.

Retreats and multi-day events may involve significant third-party costs (accommodation, catering, venue hire) committed by Iconic Coaching in advance. If you are booking a retreat, we strongly recommend you purchase comprehensive travel insurance covering cancellation, medical emergencies, and travel disruption. We are not liable for any costs you incur in preparing to attend, including flights, accommodation, or transport.

Online Events and Virtual Programs

4.5 The following cancellation terms apply to online events, webinars, and virtual program sessions:

- (a) Cancellation with more than 14 days' notice: full credit to another session or event (no cash refund).
- (b) Cancellation with 7 to 14 days' notice: 50% credit to another session (no cash refund).
- (c) Cancellation with less than 7 days' notice or no-show: no refund, no credit.

4.6 Where an Online Event is recorded and replay access is provided, no cancellation refund or credit will be available once replay access has been granted to you.

Non-Transferable Items

4.7 Event materials, workbooks, merchandise, or other physical items included in your event package are non-refundable once dispatched or delivered, regardless of any cancellation.

5. CANCELLATION OR POSTPONEMENT BY ICONIC COACHING

Cancellation

5.1 We reserve the right to cancel any Event at any time for any reason, including low registrations, illness, or circumstances beyond our control. If we cancel an Event:

- (a) you will receive a full refund of amounts paid directly to us; or
- (b) at our election, a full credit to another Iconic Coaching event of equivalent value.

5.2 We are not responsible for any consequential losses or out-of-pocket expenses you incur because of our cancellation, including but not limited to flights, accommodation, transport, or childcare costs.

Postponement

5.3 If we postpone an Event to a new date:

- (a) your booking will automatically transfer to the rescheduled date; and
- (b) if the rescheduled date does not suit you, you may elect to receive a full credit to another event or a full refund of amounts paid.

5.4 You must advise us within seven (7) days of our postponement notice if you wish to elect a credit or refund. Failure to do so will be taken as acceptance of the rescheduled date.

Changes to Program or Personnel

5.5 We reserve the right to change the program content, format, facilitators, speakers, or coaches at any time without notice. A change of facilitator or speaker is not grounds for a refund or credit.

6. REFUNDS AND AUSTRALIAN CONSUMER LAW

- 6.1 Nothing in these Terms excludes, restricts, or modifies any right or remedy you may have under the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)) that cannot lawfully be excluded. Our refund policy operates in addition to, and does not limit, your statutory rights.
- 6.2 To request a refund, please contact us at hello@iconiccoaching.com.au with your name, booking reference, and reason for the request. Refunds that are approved will be processed within ten (10) business days to your original payment method.

7. ASSUMPTION OF RISK – IN-PERSON EVENTS

Acknowledgment of Risk

- 7.1 Attending any In-Person Event involves inherent risks. By registering for and attending an In-Person Event, you acknowledge and agree that:
- (a) physical activities, movement exercises, or experiential activities may be included as part of the Event program;
 - (b) you may be required to stand, walk, or move around a venue;
 - (c) venue surfaces, stairs, equipment, furniture, and outdoor areas may present slip, trip, or fall hazards;
 - (d) you attend voluntarily and at your own risk; and
 - (e) you are responsible for your own physical safety and for taking reasonable care of yourself throughout the Event.

Responsibility for Your Own Health and Fitness

- 7.2 You represent and warrant that:
- (a) you are in adequate physical and mental health to attend and participate in the Event;
 - (b) you have disclosed to us (prior to the Event) any medical condition, physical limitation, disability, or other health matter that may affect your ability to safely attend or participate; and
 - (c) if you have any doubt about your fitness to attend, you have consulted a qualified medical practitioner before registering.
- 7.3 We will make reasonable efforts to accommodate disclosed requirements, but we are not responsible for any injury, illness, or health event arising from your failure to disclose a relevant condition.

Slip, Trip, and Fall Risk

- 7.4 Iconic Coaching takes reasonable steps to ensure that Event venues are safe. However, we cannot eliminate all risk associated with physical attendance. You acknowledge that:
- (a) you must take reasonable care when moving around any venue, including noting any uneven surfaces, steps, wet areas, or temporary obstructions;
 - (b) you must wear appropriate footwear and clothing suited to the venue and any planned activities;
 - (c) you should report any hazards or unsafe conditions to an Iconic Coaching staff member immediately; and
 - (d) Iconic Coaching's liability for personal injury arising from a slip, trip, or fall is limited to the maximum extent permitted by law as set out in clause 9 of these Terms.

Emergency Procedures

- 7.5 In the event of a medical emergency during an In-Person Event:
- (a) contact emergency services (000) immediately;
 - (b) notify an Iconic Coaching staff member immediately; and
 - (c) follow all reasonable directions from our staff, the venue, and emergency services personnel.

7.6 Iconic Coaching staff are not medical professionals. We will maintain basic first aid resources at In-Person Events where practicable but cannot guarantee the availability of any specific medical equipment or personnel.

8. CONDUCT AT EVENTS

Code of Conduct

8.1 You agree to conduct yourself in a respectful and professional manner at all times. The following conduct is strictly prohibited:

- (a) harassment, bullying, intimidation, or threatening behaviour toward any person;
- (b) discriminatory conduct of any kind;
- (c) intoxication or use of illegal substances at or before the Event;
- (d) conduct that disrupts the Event or the experience of other participants; and
- (e) unsolicited commercial solicitation of other participants.

Removal from Event

8.2 We reserve the right to remove any participant from an Event at any time if we reasonably consider their conduct to be in breach of this clause or to pose a risk to the safety or wellbeing of any person. In such circumstances, no refund or credit will be provided.

Online Event Conduct

8.3 For Online Events, you additionally agree to:

- (a) join sessions from a location that is private, quiet, and free from distractions;
- (b) keep your microphone muted when not speaking;
- (c) not record, screenshot, or capture any part of an Online Event (including the image or audio of any other participant) without our express written consent; and
- (d) not share your login link or access credentials with any other person.

8.4 We reserve the right to remove a participant from an Online Event for repeated disruptions or breach of this clause, without refund.

9. LIMITATION OF LIABILITY

General Limitation

9.1 To the maximum extent permitted by law, Iconic Coaching's total liability to you in connection with any Event is limited to the lesser of:

- (a) re-supply of the Event (or equivalent event of the same value); or
- (b) a refund of the amount you paid for the relevant Event.

9.2 We are not liable for any indirect, consequential, special, or punitive loss or damage arising in connection with your attendance at or exclusion from any Event, including loss of profit, loss of opportunity, reputational damage, or third-party costs.

Personal Injury

9.3 To the maximum extent permitted by law:

- (a) Iconic Coaching excludes all liability for personal injury (including death) arising from your attendance at any Event, except to the extent caused or contributed to by our negligence;
- (b) where our negligence is established, our liability is limited to the amount you paid for the relevant Event; and

- (c) you release and discharge Iconic Coaching and its officers, employees, contractors, and agents from any claim arising from a slip, trip, fall, or other physical accident at an Event venue, except where caused by our gross negligence or wilful misconduct.

Property

9.4 Iconic Coaching is not responsible for any loss, theft, or damage to personal property brought to any Event. You attend at your own risk with respect to personal belongings. We recommend you do not bring valuable items.

No Guarantee of Outcomes

9.5 Iconic Coaching makes no representation or guarantee that you will achieve any particular business, financial, or personal outcome as a result of attending any Event. Results depend on your individual effort, circumstances, and commitment.

10. INDEMNITY

You indemnify and hold harmless Iconic Coaching, its directors, employees, coaches, contractors, and agents from and against any claim, loss, damage, cost, or expense (including legal costs on a solicitor-client basis) arising from:

- (a) your breach of these Terms;
- (b) your conduct at or in connection with any Event;
- (c) your failure to disclose a relevant medical or health condition;
- (d) any claim by a third party arising from your conduct at or in connection with an Event; or
- (e) your breach of any applicable law.

11. PHOTOGRAPHY, RECORDING AND CONFIDENTIALITY

Our Rights to Record

- 11.1 Iconic Coaching may photograph, film, or record any Event for promotional, educational, or archival purposes. By registering for and attending an Event, you consent to being photographed, filmed, or recorded and to Iconic Coaching using such content in its marketing materials, social media, website, and other publications without further consent or compensation.
- 11.2 If you do not consent to being recorded, you must advise us in writing prior to the Event. We will use reasonable efforts to accommodate your request but cannot guarantee you will not be captured incidentally in group recordings.

Participant Recording Prohibited

- 11.3 You must not record, photograph, film, or otherwise capture any part of any Event (including the content, other participants, or facilitators) without the express prior written consent of Iconic Coaching and the relevant individuals. Breach of this clause may result in removal from the Event without refund and may expose you to civil or criminal liability.

Confidentiality of Participant Information

- 11.4 You acknowledge that in group Events you may be exposed to confidential business or personal information shared by other participants. You agree to hold all such information strictly confidential and not to disclose, share, or use it for any purpose without the express consent of the relevant participant.

12. HEALTH AND SAFETY PROTOCOLS

- 12.1 You agree to comply with all health and safety requirements of the relevant venue and any applicable public health directions in force at the time of the Event. If you are unwell immediately before or on the day of an Event, you must not attend. Please contact us as soon as possible to discuss your options, which may include a credit at our discretion.
- 12.2 We reserve the right to require any participant to leave an Event if we reasonably believe they are unwell and their attendance poses a risk to other participants or staff. In such circumstances, we will consider credit options on a case-by-case basis.

13. FORCE MAJEURE

- 13.1 Iconic Coaching is not liable for any failure or delay in delivering or hosting any Event caused by circumstances beyond our reasonable control, including but not limited to acts of God, natural disasters, extreme weather, pandemic, epidemic, government restrictions or directions, venue closure, power failure, internet outage, or failure of third-party services or platforms.
- 13.2 In such circumstances, we will use reasonable endeavours to reschedule the Event or provide an alternative. Where rescheduling is not possible, we will issue a credit for future use. Cash refunds in force majeure circumstances are at our sole discretion.

GOVERNING LAW AND DISPUTES

- 14.1 These Terms are governed by the laws of Queensland, Australia. Any dispute arising from these Terms or any Event shall be subject to the exclusive jurisdiction of the courts of Queensland.
- 14.2 In the event of a dispute, you agree to first contact us at hello@iconiccoaching.com.au and allow us ten (10) business days to seek to resolve the dispute before commencing any proceedings.

15. CONTACT DETAILS

Business: Jed Co Pty Ltd ATF Jed Co Trust T/A Iconic Coaching

Email: hello@iconiccoaching.com.au

Phone: +61 466 120 983

Website: www.iconiccoaching.com.au

PARTICIPANT ACKNOWLEDGEMENT

By completing my booking or attending any Iconic Coaching Event, I confirm that:

- (a) I have read and understood these Event Participation Terms & Conditions;
- (b) I agree to be bound by these Terms;
- (c) I acknowledge the risks associated with attending In-Person Events, including the risk of slip, trip, or fall;
- (d) I have disclosed all relevant medical and health information to Iconic Coaching prior to attending; and
- (e) I understand that my right to a refund is limited to the terms set out in clauses 4, 5, and 6.