

TERMS AND CONDITIONS

PLEASE READ THESE TERMS CAREFULLY BEFORE USING OUR SITE OR PURCHASING ANY ONLINE SERVICES

Version 1.0 – Effective Date: 27th Day of May 2026

Latest Update: 27th Day of May 2026

This page includes the following important terms - Terms & Conditions, Booking and Cancellation Policy and Privacy Policy.

These are the Terms and Conditions for use of this website being <https://iconiccoaching.com.au/> (**Site**).

This website is the website for Jed Co Pty Ltd as Trustee for the Jed Co Trust T/A Iconic Coaching (**Iconic Coaching, we, us, or our**).

Please take the time to read these Terms and Conditions that are applicable to the use of this Site and the content made available to you (**Terms**). These Terms together with our Privacy Policy are very important as they apply to, and are binding upon all Site visitors, clients, customers, and all other users of the Site ("**user**", "**you**" and "**your**").

GOVERNING LAW AND JURISDICTION

By using the Site, you accept these Terms in full, including any modifications by Iconic Coaching from time to time.

If you register, or use an online form, contact us, or contract services from the Site or purchase a product from the Site, then you expressly agree to these Terms, including any modifications by Iconic Coaching from time to time.

Our Site, like any other website, is accessible to anyone, which means, it may be accessed throughout Australia and overseas. We make no representation that our Site complies with the laws (including intellectual property laws) of any country outside Australia. If you access our Site from outside Australia, you do so at your own risk and are responsible for complying with the laws of the jurisdiction where you access our Site.

All Terms shall be construed in accordance with and governed in all respects by the laws of the State of Queensland, Australia. In relation to any dispute, we ask that you contact us in the first instance so that both parties can, acting in good faith, resolve the dispute to our mutual satisfaction as quickly, cost effectively and efficiently as possible. Where a dispute cannot be resolved, you agree to submit to the non-exclusive jurisdiction of the courts of the State of Queensland, Australia.

CONSENT TO SITE TERMS OF USE

By accessing and using this Site, our social media channels and any other materials made available to you, purchasing products or services (incl. e-products, downloadable material, events (in person or online), coaching programs, memberships, retreats and short courses) or booking an appointment (**Online Services**) provided on this Site, whether made available for purchase or not, you are taken to accept our Terms in full, including any modifications by Iconic Coaching from time to time.

By using the Site, accessing or purchasing any Online Services, you warrant that:

- (a) you are over 18 years of age and have the legal capacity to enter into a legally binding contract;
- (b) have read and accepted these Terms; and
- (c) will comply with these Terms.

By remaining on this Site and your continued use of this Site is deemed acceptance of any modifications or amendment of these Terms.

You may also accept these Terms where you click "Agree" or "Accept" where such an option is made available to you during your use of the Site. If you're uncertain about the Terms or anything else on our Site, please don't hesitate to contact us.

INTELLECTUAL PROPERTY

Ownership of Intellectual Property

The Site and Online Services contain intellectual property owned by Iconic Coaching and by third parties that license the content to us (**Third-Party Licensed Intellectual Property**), including, without limitation, trademarks, copyrights, proprietary information, designs, patents and other intellectual property rights, as well as the business name, logo, all designs, text, videos, audio files, graphics, other files, and software (**Content**). Your use of the Site, the Online Services and access to any Content does not grant or transfer any rights, title or interest to you in relation to this Site, the Online Services or the Content.

No Commercial Use

You may not modify, publish, transmit, participate in the transfer or sale of, create derivative works from, distribute, display, reproduce or perform, or in any way exploit in any format whatsoever the Site, Content or the Online Services, Iconic Coaching's Intellectual Property and Third-Party Licensed Intellectual Property in whole or in part without our prior written consent. We reserve the right to immediately remove your access to our Site and Online Services, without refund, if you are found to be violating these Terms.

LINKS TO OTHER WEBSITES

Our Site and social media channels may have links to other sites operated by third parties. Unless we expressly tell you otherwise, we do not in any way, endorse, control or approve of and nor are we responsible for the content on those websites. It's up to you to decide if those websites and their content work for you, and we recommend that you investigate and do your homework to find that out.

PRIVACY AND GIVEAWAY TERMS

These Terms also include, and which form part of these Terms, our:

- (a) Privacy Policy, which can be accessed here – <https://iconiccoaching.com.au/privacy-policy>

Data Collection and Use

By using the Site and Online Services, you acknowledge and agree that:

- (a) Iconic Coaching collects, uses, and discloses your personal information in accordance with our Privacy Policy;
- (b) Iconic Coaching may use your information to send you marketing communications and promotions (you may opt-out at any time);
- (c) Iconic Coaching uses cookies and similar technologies as described in our Privacy Policy; and
- (d) You are responsible for maintaining the accuracy of your personal information.

Data Security

While we implement reasonable security measures to protect your personal information, you acknowledge that:

- (a) no method of electronic transmission or storage is 100% secure;
- (b) we cannot guarantee absolute security of your information;
- (c) you are responsible for maintaining the confidentiality of your account credentials; and
- (d) you must notify us immediately of any suspected unauthorised access to your account.

Data Breach Notification

In the event of a data breach that is likely to result in serious harm to you, we will notify you and the Office of the Australian Information Commissioner as required by the *Privacy Act 1988 (Cth)*.

DESCRIPTIONS OF ONLINE SERVICES

Our Business Model

Iconic Coaching operates a membership-based platform (Platform) that provides coaching services through course, events (in-person and online), free downloadable material, coaching programs and memberships.

Alterations to Payments and Memberships

Members wishing to make any changes to their membership or account, including updating payment methods, upgrading, or downgrading their membership tier, amending personal or business contact details, or pausing or cancelling their membership, should contact us at accounts@iconiccoaching.com.au.

A fee of \$299 applies to recommence a membership following a pause.

There are no lock-in contracts and no cancellation fees; however, a 48-hour written notice requirement applies strictly to all membership changes and all requests under this provision.

Members Portal

Members shall be granted access to a member dashboard through which they may:

- (a) access their coaching programs;
- (b) and all relevant documents and workbooks;
- (c) access any previously purchased short courses; and
- (d) view purchase history and active offers.

Coaching Membership Benefits

Benefits vary by membership tier and may include:

- (a) 20% discount on Casual 1:1 Coaching Sessions
- (b) 50%-100% discount off The Salon Bible
- (c) priority customer support.

Service Modifications

Iconic Coaching expressly reserves the right, in its sole and absolute discretion and without prior notice or liability, to:

- (a) add, modify, change, suspend, or discontinue any portion of the Online Services, or features at any time;
- (b) impose limitations on any aspect of the Online Services;
- (c) restrict or cancel user access to any portion or the entirety of the Site; and
- (d) alter these Terms governing use of the Site or Online Services.

Your access to and use of the Site and the Online Services, including any new services or features introduced through the Site, shall remain subject to and governed by these Terms, as amended from time to time.

Accuracy of Information

We try to be clear and informative when describing our Online Services and do our best to describe and display them as accurately as possible in a way that is easy to understand.

Whilst we do try our best, occasionally there may be information that contains typographical errors, inaccuracies, or omissions relating to product descriptions, pricing, promotions, offers and availability.

From time to time, we may amend errors in pricing and descriptions. We reserve the right to refuse or cancel any order or membership if any information on the Site (including our Online Services) is inaccurate at any time without prior written notice (including after you have submitted your order).

BOOKING POLICY

Contract

The Online Services provided on the Site constitute an offer by us, subject to these terms and conditions. By booking an appointment (by any means) or purchasing any goods that may be available, you are deemed to have accepted these Terms and Conditions and have agreed to enter into a binding contract with us.

How to Book

Appointments may be made:

1. by telephone on +61 466 120 983;
2. on Instagram at [instagram.com/iconiccoachingau](https://www.instagram.com/iconiccoachingau);
3. by email at hello@iconiccoaching.com.au; or
4. on Facebook at [facebook.com/iconiccoachingau](https://www.facebook.com/iconiccoachingau)

Cancellation Notice Period

We ask that you provide at least 48 hours notice if you need to cancel or reschedule an appointment. This allows us sufficient time to offer the appointment to another client.

How to Cancel To cancel or reschedule, please contact us by:

1. **Phone:** +61 466 120 983 (during business hours).
2. **Email:** hello@iconiccoaching.com.au

Cancellation Outcomes

Situation	Pre-Payments	Futher Outcomes
48+ hours' notice	Transferred to future appointment	Nil
Less than 48 hours' notice	Forfeited	Nil
No-show (no notice at all)	Forfeited	No future bookings permitted

PRICES AND PAYMENT

Pricing

- (a) All prices are displayed in Australian Dollars (AUD) and are inclusive of Australian Goods and Services Tax (GST) where applicable;
- (b) Prices for Online Services are as displayed on the Site at the time of purchase;
- (c) Prices may change at any time without advance notice to you;
- (d) Once you have completed a purchase, you will be charged the price displayed at the time your order was validated and accepted by us; and
- (e) Partner Offer prices are set by Partners and may differ from prices advertised on Partner websites.

Payment Methods

We accept payment for Online Services through the following methods:

- (a) Credit card (Visa, Mastercard, American Express);
- (b) Debit card;
- (c) PayPal;
- (d) Stripe;
- (e) GoCardless; and
- (f) Such other payment methods as we may notify from time to time.

All payments are processed securely through third-party payment processors. We do not store your complete credit card details on our servers.

Payment Terms

You acknowledge and agree that:

- (a) you must make timely and full payments for all Online Services purchased;
- (b) you have the necessary rights and authority to use the payment method provided;
- (c) you will maintain current and accurate billing information at all times;
- (d) you authorise Iconic Coaching to charge the payment method on file for all amounts owed;
- (e) you are responsible for all charges incurred through your account, including unauthorised charges if you failed to properly secure your account;
- (f) payment is due immediately unless otherwise specified; and
- (g) you must notify us immediately of any changes to your payment method.

Failed Payments

If a payment is declined or fails for any reason:

- (a) we will make up to three (3) automatic billing attempts;
- (b) you will receive email notification of each failed payment attempt;
- (c) you may manually update your payment information and retry payment during the grace period;
- (d) if the third and final attempt fails, your membership will be automatically frozen, and any loyalty streak will be lost;
- (e) we may suspend your access to Online Services immediately upon initial payment failure; and
- (f) the system allows a maximum of three attempts in total, including any manual retry attempts you initiate.

Payment Processor Terms

When making payments, you acknowledge that:

- (a) you have read and agree to the terms and conditions of our third-party payment processors;
- (b) payment processor terms are available on their respective websites;

- (c) disputes regarding payment processing must be directed to the relevant payment processor;
- (d) payment processing fees (such as international transaction fees) may apply and are your responsibility; and
- (e) refunds, if approved, will be processed through the original payment method and may take 5-10 business days to appear in your account.

Disputed Charges

If you dispute a charge:

- (a) you must contact us within seven (7) days of the charge;
- (b) we will investigate all legitimate disputes;
- (c) disputed charges do not relieve you of payment obligations unless the dispute is resolved in your favour;
- (d) initiating a chargeback without first contacting us may result in immediate account suspension; and
- (e) fraudulent chargebacks may result in permanent account termination and legal action.

REFUNDS

All membership packages or Online Services purchased are non-refundable.

Our Online Services come with guarantees that cannot be excluded under the Australian Consumer Law.

- (a) For major failures with services, you are entitled to:
 - i) cancel your service contract with us; and
 - ii) receive a refund for the unused portion or compensation for its reduced value.
- (b) For major failures with goods (or Online Services), you are entitled to choose a refund or replacement.
- (c) If a failure with the goods or service does not amount to a major failure, you are entitled to:
 - i) have the failure rectified within a reasonable time; or
 - ii) if rectification is not completed within a reasonable time, a refund for the goods and cancellation of the service contract.

Refunds or rectifications cannot be provided for reasons including, but not limited to:

- (a) change of mind;
- (b) failure to follow instructions; or
- (c) failure to properly understand the product or service (incl. Online Services).

How to Request a Refund

To request a refund under the Australian Consumer Law:

- (a) contact us at hello@iconiccoaching.com.au or through the contact form at <https://iconiccoaching.com.au/cait-muir-coaching-contact/>
- (b) provide your account details, purchase information, and details of the failure;
- (c) we will respond within five (5) business days;
- (d) we may request additional information or evidence;
- (e) if your refund is approved, it will be processed within ten (10) business days; and
- (f) refunds will be issued to the original payment method.

External Dispute Resolution

If you are not satisfied with our response to your refund request, you may contact:

- (a) Your local Office of Fair Trading or Consumer Affairs;
- (b) The Australian Competition and Consumer Commission (ACCC); or
- (c) An external dispute resolution scheme if we are a member of one.

PROHIBITED ACTIVITIES

You agree that you will not, in connection with your use of the Site or Online Services, violate any applicable law or regulation.

Without limiting the foregoing, you agree not to:

- (a) make available through the Site any material or information that infringes any copyright, trademark, patent, trade secret, or other right of any party (including rights of privacy or publicity);
- (b) institute, assist, or become involved in any attack, including denial of service attacks, upon the Site or Online Services, or otherwise attempt to disrupt the Site, Online Services, or any other person's use thereof; or
- (c) attempt to gain unauthorised access to the Site, Online Services, Accounts registered to other users, or computer systems or networks connected to the Site or Online Services.

You may not use the Site to develop, generate, transmit, or store information that:

- (a) is defamatory, derogatory, harmful, abusive, obscene, or hateful;
- (b) obstructs or interferes with the normal performance of another person's use of the Site or Online Services;
- (c) performs any unsolicited commercial communication not permitted by applicable law;
- (d) constitutes harassment or a violation of privacy, or threatens other people or groups;
- (e) is harmful to children in any manner;
- (f) violates any applicable law, regulation, or ordinance;
- (g) makes any false, misleading, or deceptive statement or representation regarding Iconic Coaching, the Site, or Online Services; or
- (h) constitutes phishing, pharming, impersonation, identity theft, or assumes any person's identity (whether real or online alias).

You agree not to:

- (a) obtain or attempt to obtain any information from the Site, including email information of other Account holders or software data;
- (b) intercept, examine, or observe any proprietary communications protocol used by the Site or Software through network analysers, packet sniffers, or other devices; or
- (c) use any bot, spider, virus, worm, software lock, Trojan horse, trap door, time bomb, or any other code or software designed to provide surreptitious or unauthorised access to, or to distort, delete, damage, or disassemble the Site or software.

INTELLECTUAL PROPERTY

The interfaces, content, arrangement, and layout of the Site, including the Iconic Coaching trademark, copyright material and logo, designs, text, artwork, graphics, images, buttons, user interfaces, information, and other content, and any compilation thereof (**Iconic Coaching Intellectual Property**) are:

- (a) the property of Iconic Coaching, except where otherwise noted;
- (b) protected from copying, imitation, communication, or simulation under Australian and international laws; and
- (c) may not be reproduced, modified, communicated, displayed, distributed, or transmitted without the prior written permission of Iconic Coaching.

By visiting the Site, you do not acquire or obtain, by implication or otherwise, any licence or right to use or make additional copies of any materials or information displayed on the Site. You agree not to display or use any Iconic Coaching Intellectual Property or third-party content in any manner not expressly permitted under these terms and conditions.

When accessing the Site, you agree to obey the law and respect the intellectual property rights of others. You agree not to upload, download, display, perform, transmit, or otherwise distribute any information or content in violation of any third party's intellectual property or proprietary rights.

You shall be solely responsible for:

- (a) any violations of relevant laws; and
- (b) any infringements of third-party rights caused by any content you provide or transmit, or that is provided or transmitted using your account.

The burden of proving that any content does not violate any laws or third-party rights rests solely with you.

HYPERLINKS

The Site may contain links to websites operated by other parties. Iconic Coaching provides these links as a convenience, and use of these sites is at your own risk.

The linked sites are not under the control of Iconic Coaching, and Iconic Coaching:

- (a) is not responsible for the content available on other sites;
- (b) does not endorse information or material on any other site; and
- (c) disclaims all liability with regard to your access to and use of such linked websites.

You may not place a link to the Site on another website without our prior written consent. Without limiting the foregoing, you must adhere to the following linking policy:

- (a) the appearance, position, and other aspects of the link may not damage or dilute the goodwill associated with Iconic Coaching's names and trademarks;
- (b) the link may not create a false appearance that your organisation is Partner by, affiliated with, or associated with Iconic Coaching;

- (c) when selected by a user, the link must display the Site on full-screen and not within a frame on the linking site; and
- (d) Iconic Coaching reserves the right to revoke consent to the link at any time in its sole discretion.

COMPETITORS ARE EXCLUDED

You are not allowed under any circumstances to use or access any documents or content on our Site in any way that competes with our business. Iconic Coaching reserves its right to exclude and not permit any person using this Site or accessing its document in its sole discretion.

WARRANTIES AND DISCLAIMERS

This Site and our Online Services are provided on an “as is” and “as available” basis and to the fullest extent permitted by law we make no representations, guarantees or warranties of any kind about our Site and/or the Online Services including that:

- (a) they are suitable, reliable, complete, secure, accurate or fit for any particular purpose;
- (b) access will be free of any harmful components (including viruses) or other code that is harmful or may assist in causing harm; or
- (c) there is no possibility of failure to store communications or other data.

The member represents and warrants that they shall not contact any affiliate, employee, Partner, or partner of Iconic Coaching in order to manipulate contest results.

SERVICE AVAILABILITY AND SUPPORT

- (a) The Site and Services are provided "as is" and "as available" without guarantee of uninterrupted or error-free access. No credits or refunds for temporary unavailability;
- (b) Scheduled maintenance will have 24 hours' notice where possible (posted on Site and via email), typically during off-peak hours. Emergency maintenance may occur without notice;
- (c) We are not responsible for: your internet, device, or browser issues; compatibility problems; third-party service failures; or force majeure events (natural disasters, war, pandemics, government actions, cyberattacks, power outages, labour disputes);
- (d) We provide support for account access, password resets, payments, Site functionality, and membership management. We do not support third-party products, Partner issues (contact Partners directly), or general computer/internet technical support;
- (e) Contact support at hello@iconiccoaching.com.au or [Contact Form](#) with detailed issue description, error messages, steps taken, device/browser info, and screenshots. Response within two (2) business days (Monday-Friday, 9:00am-5:00pm AEST, excluding public holidays);
- (f) System requirements: compatible device, internet connection, current browser (Chrome, Firefox, Safari, Edge), JavaScript and cookies enabled, valid email address; and
- (g) During force majeure events, we will use reasonable efforts to minimize disruption and resume operations as soon as practicable.

CONSUMER LAW RIGHTS

- (a) Nothing in these Terms excludes, restricts, or modifies your Australian Consumer Law (**ACL**) or consumer protection rights.
- (b) ACL guarantees for services: rendered with due care and skill, fit for specified purpose, delivered within reasonable time. For goods: acceptable quality, fit for purpose, match description/sample;
- (c) ACL distinguishes major and minor failures with different remedies (see Refunds section);
- (d) To the extent permitted by law, our liability for non-excludable guarantees is limited to:
 - i) (for services) re-supplying services or paying re-supply cost;
 - ii) (for goods) replacement, repair, or payment of replacement/repair cost.
- (e) The liability limitations in these Terms do not apply to liability that cannot be excluded under ACL.

MORE LIMITATIONS ON LIABILITY

The disclaimers of liability outlined in any of these terms and conditions apply to all customers, clients or visitors.

We otherwise do not accept any liability for any loss, damage, costs or expenses including legal costs and expenses (direct or indirect) incurred by you in connection with the use of this Site or the Online Services.

INDEMNITY

You hereby indemnify Iconic Coaching and any associated party and undertake to keep us indemnified next to any losses, loss, costs, liabilities and bills (including without restriction legal expenses and also any amounts compensated by us to a third party in settlement of an claim or dispute) sustained or suffered arising from any breach of any provision of these Terms, or arising from any claim that you have breached any supply of these Terms.

BREACHES OF THESE TERMS AND CONDITIONS

Without prejudice to our other rights, if you breach these terms and conditions of use at all, or if we reasonably suspect that you have breached these terms and conditions of use at all, we may:

- (a) send you more than one formal warnings;
- (b) temporarily suspend your having access to Site;
- (c) permanently restrict you from accessing the Site;
- (d) block computers with your IP address from accessing the Site;
- (e) contact your online services provider and request they block your having access to the Site;
- (f) bring court proceedings against an individual for breach of contract or otherwise;
- (g) suspend and/or erase your account with the Site; and/or
- (h) erase and/or edit any or all of your current content.

Where we postpone or prohibit or block your having access to the Site or a component of the Site, you must not take any activity to circumvent such suspension or prohibition or perhaps blocking (including without having limitation creating and/or having a different account).

VARIANCE

- (a) We may revise these Terms at any time, with the "Last Updated" date and version number updated accordingly;
- (b) For material changes (refund policies, pricing, member rights, liability terms, or data practices), we will provide at least fourteen (14) days' notice via email, Site notice, or dashboard notification;
- (c) Non-material changes (clarifications, corrections) may be made without notice;
- (d) Revised Terms take effect upon posting unless otherwise specified;
- (e) Your continued use after revision constitutes acceptance;
- (f) If you disagree with revised Terms, you must cancel your membership before the effective date (no refund for remaining time);
- (g) Previous versions are available upon request and retained for two (2) years;
- (h) We will notify you of Platform changes, Partner updates, pricing changes, Contests, maintenance, and account issues via email, dashboard notifications, SMS (if consented), or Site notices; and
- (i) You must maintain a current email address, check emails regularly (including spam folders), and notify us of any changes.

ASSIGNMENT

You hereby agree that you may not transfer, sub-contract or otherwise deal with any or our rights and/or requirements under these conditions. You may certainly not transfer, sub-contract or otherwise cope with your rights and/or requirements under these conditions without obtaining your prior written agreement.

SEVERABILITY

If any of these Terms is determined through any court or other competent authority to be unlawful and/or unenforceable, the remainder provisions will continue in effect.

EXCLUSION OF ALTERNATIVE RIGHTS

Subject to this preceding paragraph, these Terms are for the benefit of you and are not meant to benefit any alternative or be enforceable by any alternative. The exercise individuals and your rights with regards to these terms and conditions is just not subject to this consent of any alternative.

ENTIRE UNDERSTANDING

These Terms, together with our Privacy Policy and the Booking and Cancellation Policy, constitute the overall agreement between an individual and us with regards to your use of the Site, and supersede almost all previous agreements in respect of your use of the Site.

HOW TO CONTACT US

If you have any questions regarding the above Terms, just connect with us via:

Email: hello@iconiccoaching.com.au

Contact Us Page: [Contact Page](#)

ICONIC COACHING