

## **Program Terms and Conditions**

Louise Griffiths ABN: 34 312 734 988) is the creator of Launch Manager Pro and Launch Manager Blueprint (the “Programs”) to teach professionals how to manage launches for other businesses.

By purchasing these Programs on this platform, you agree to the following terms outlined in this Agreement as a condition of your participation in all programs by Louise Griffiths.

### **1. Programs**

Louise Griffiths currently offers the following online programs:

- Launch Manager Pro - 12 weeks US\$1497 or US\$520 x 3 instalments
- Launch Manager Blueprint – US\$547 or US\$290 x 2 instalments

### **2. Licences**

- 2.1 Louise Griffiths grants a non-exclusive, 12 month, single-user licence to Program purchasers limited by the terms of this Agreement.
- 2.2 Purchase of any Program entitles one user single access to the Program.

#### **Agencies**

- 2.3 Where a Program is purchased by an agency or corporation for use by their employees, a separate enrolment must be purchased for each employee.
- 2.4 The enrolment may be transferred to another employee (for example, when an employee leaves the organisation).
- 2.5 In such circumstances, the licence and any community / membership access will be transferred to the new employee for the remaining term of the Program.

### **3. Program Structure and Delivery**

#### **3.1 Launch Manager Pro**

Launch Manager Pro provides a roadmap and detailed guidance supported by templates and resources on best practice launch management for quicker and easier launches for your clients.

#### **Inclusions**

- 12-month access to all program content via Learn+
- Weekly learning support emails for 12 weeks
- Monthly 60 minute Q&A sessions
- One-off Expert sessions on launch related topics
- PDF worksheets
- Time-saving templates
- Terminology library

- Pre-recorded calls and training
- Access to the private Facebook group to track announcements and obtain group support and feedback.

### 3.2 **Launch Manager Blueprint**

Launch Manager Blueprint provides a step by step process for executing a launch for your clients.

#### **Inclusions**

- 12-month access to all program content via Learn+
- Weekly learning support emails for 6 weeks
- PDF worksheets
- Time-saving templates
- Terminology library

## 4. **Fees & Method of Payment**

- 4.1 By purchasing this Program, you agree to pay the advertised price in US Dollars (USD). Therefore, please check the equivalent in your local currency.
- 4.2 All prices include GST.
- 4.3 Louise Griffiths reserves the right to change prices from time to time. Please check the website for updated pricing information.
- 4.4 All Payments are to be made in full upon enrolment or via a Payment Plan.
- 4.5 All Payments, including Payment Plan instalments (via your nominated credit card), is managed through a third party payment processor, currently Thrive Cart.
- 4.6 We do not retain your credit card details.

#### **Missed Payments**

- 4.7 If your credit card is declined and a payment is missed, you will be sent ONE email reminder to bring your payment up to date before the next due date for payment.
- 4.8 If payment is not received after the first late payment reminder, your account will be in arrears, and access will be suspended until payment is received.
- 4.9 Please note – as you have received the Course Program and Contents in full, you must make full payment as per the payment arrangement commitment you entered into under this Agreement.
- 4.10 Failure to pay is a breach of this Agreement, and we are entitled to seek legal relief and remedy for this breach and recover the debt owed by you.
- 4.11 Outstanding accounts will be referred to a third party for debt collection.

## 5 **Refund Policy**

You understand and agree:

- 5.1 No refunds are offered for withdrawal or a change of mind.
- 5.2 If the circumstances (see 5.7) warrant and a refund request is made before the release or substantial access (binge-watching and complete downloading of resources) of any materials, a refund less USD350 administration fee will be provided. Where it is apparent that substantial resources have been downloaded and viewed, no refund will be provided.
- 5.3 No refund is available after seven (7) days from the commencement of any Program.

- 5.4 You remain liable for the remainder of the Program fee regardless of whether you paid in full or by payment plan. (Please see Refund Management for reasons other than a change of mind below).

**Refund Management**

- 5.5 You understand and agree:
- 5.6 Your commitment to your success and completion of your selected Program is required to gain maximum results from the Program.
- 5.7 Refund requests after seven (7) days of the commencement of any Program will be managed according to our obligations and your rights as a consumer under Australian Consumer Law.
- 5.8 Refund requests will be considered on a case-by-case basis and are not guaranteed.
- 5.9 Where your payment method is via a payment plan, costs will be calculated and deducted from the total fees owing to Louise Griffiths.
- 5.10 You will remain liable for the balance for payment owed to Louise Griffiths.
- 5.11 Failure to pay at any time is a breach of this Agreement, and we are entitled to seek legal relief and remedy for this breach.
- 5.12 Outstanding accounts and costs for collection will be referred to a third party for debt collection.

**6 Your Responsibilities**

- 6.1 As a participant in your selected Program, you understand that you are expected to (where your selected program has available):
- Attend all live and/or recorded calls, tutorials or lectures to enable you to progress through the Program requirements.
  - Complete all worksheets
  - Take action and implement lessons
  - Ask questions
  - Be non-judgmental, respectful and positive in all communications within the group at all times
  - Complete all modules, attend all calls and apply all practices
- 6.2 You accept and agree that you are fully responsible for your progress and results from the Program.
- 6.3 You accept and agree that you must complete the Program requirements to obtain the full benefit of the Program.
- 6.4 You accept and agree that individual results may vary. It is possible that you may not achieve the expected results and that the outcome depends on your participation and personal skills and abilities and not the responsibility of Louise Griffiths.

**Private Facebook Group for participating Programs**

- 6.5 You understand and agree that:
- the student community created for participants in the private Facebook group for Louise Griffiths and Launch Manager Pro is for the sole purpose of providing a safe forum for you to connect with peers, ask questions, access live calls, and source inspiration and motivation.
  - You are prohibited from pitching your business, promoting, selling or building your business network, promoting other Facebook groups and businesses, offering lead generation or paid offers in the private Facebook Group or by private message to other group participants.

## **7 Intellectual Property and Copyright**

- 7.1 All programs and materials available on this platform and within any program created by Louise Griffiths are the property of Louise Griffiths and/or our affiliates or licensors and are protected by copyright, trademark, and other intellectual property laws.
- 7.2 All material, including but not limited to course content, manuals, videos and all other material, is provided solely for your personal non-commercial use.
- 7.3 You may not use any of the materials available on this platform or within any program in a manner that infringes any of our rights or that has not been authorised by us.
- 7.4 You may not modify, copy, reproduce, republish, upload, post, transmit, translate, sell, create derivative works, exploit, or distribute in any manner or medium (including by email or other electronic means) any material from this platform or any program without the express permission of Louise Griffiths. You may request such permission by emailing [support@louisegriffiths.com](mailto:support@louisegriffiths.com).

## **8 Disclaimer**

### **You understand and agree that:**

- 8.1 You have engaged Louise Griffiths' services and purchased products at your own risk, and that all programs are provided as an educational and informational service or product only.
- 8.2 Louise Griffiths does not offer any representations, warranties, or guarantees, verbally or in writing, regarding your results from any program.
- 8.3 Results are dependent on various factors, including but not limited to commitment, online skills, personal ability, and dedication, and in no way dependent on any information provided to you by Louise Griffiths.
- 8.4 You shall refer any financial questions (business and development) which may arise to qualified professionals before making any financial or business development related decision during or as a result of participating in any program.

### **Earnings Disclaimer**

- 8.5 Louise Griffiths cannot and does not guarantee your ability to get results or earn any money with our templates, tools, ideas, information or strategies.
- 8.6 You acknowledge that there is an inherent risk in any business enterprise or activity. Therefore, there is no guarantee that you will earn any money due to your purchase of our Products or Services.

Thank you for reading this document. By continuing with your purchase and enrolment, you agree to the terms and conditions of Louise Griffiths' Programs.