

# Sales Insights Academy Service Agreement

We are here to help you grow your sales confidence, develop skills and strategies, and execute for great results through quality online training. With different academy packages, you can get access to a world-class sales assessment, in-person bootcamps and customised 1:1 coaching. These terms keep things fair for everyone.

## 1. DEFINITIONS

- **“Sales Insights Academy”, “we”, “our”, “us”** means the provider of the Services.
- **“You”, “your”, “Client”** means the purchaser or participant.
- **“Services”** include memberships, courses, boot camps, evaluations and coaching.

## 2. GENERAL TERMS (APPLICABLE TO ALL SERVICES)

### 2.1 Acceptance of Terms

- By purchasing or participating, you agree to this Service Agreement.

### 2.2 Payment Terms

- Prices are in AUD and include GST unless stated otherwise. Payment is due at the time of purchase (or as agreed in a payment plan). We may suspend access for non-payment.

### 2.3 Access & Fair Use

- Credentials and materials are for your personal use only—no sharing, reselling, or redistribution. We reserve the right to revoke access for misuse.

### 2.4 No Sharing of Access

- All content (videos, frameworks, tools, documents) remains our IP. You may not copy, publish, repurpose, or upload our materials anywhere, including into AI tools—without written consent. To request consent, please email [support@salesinsightsacademy.com](mailto:support@salesinsightsacademy.com)



## 2.5 Conduct

- Treat staff, coaches, and participants with respect; participate in good faith. We may suspend access for conduct that harms the learning environment.

## 2.6 Technology & Service Interruptions

- You are responsible for accessing the content on a suitable device and for your internet connection. We use reputable and secure third-party platforms to host our content, but we have no control over temporary outages or maintenance that may occur on these platforms.

## 2.7 Privacy, Confidentiality & Recordings

- We handle personal data per our Privacy Policy. Any data you share with us is handled confidentially, except where disclosure is required by law.
- Coaching sessions and bootcamps are recorded for quality and internal training purposes, as well as content creation for members.
- By agreeing to these terms and conditions, you agree to be recorded. **If you do not want to appear on the recording, let us know, and we will make sure you are removed.** We will always let you know when we are recording, and you always have the choice to leave. We will not share recordings outside of Sales Insights Academy members without your permission.

## 2.8 Liability

To the extent permitted by law:

- Participation in training, coaching, or evaluations involves professional judgment and personal decision-making; you accept the choice and responsibility of applying what you learn to your role, your team or your business.
- We are not liable for indirect or consequential losses (e.g., lost income or opportunity).
- We make no promise of specific results: Sales outcomes vary by role, industry, effort, and circumstances.



## 2.9 Termination, Non-Solicitation & Force Majeure

- We may suspend or terminate access for a material breach of this Agreement; no refund is due in that case. You agree not to solicit or hire our coaches/contractors during your enrolment and for 12 months after, without written consent. If events beyond our reasonable control disrupt delivery, we may reschedule or provide alternates.

## 2.10 Dispute Resolution & Governing Law

- Let's try to resolve issues in good faith via email and a scheduled call first. If still unresolved, the parties agree to refer the matter to a qualified mediator in Queensland, Australia, before any legal action. This Agreement is governed by the laws of Queensland, Australia.

## 2.11 Refunds and Money-Back Guarantee (fair and discretionary)

In the instance that a refund is requested, we may offer this, or a credit / alternative remedy at our discretion, and we will always comply with your rights under the Australian Consumer Law.

Please note we cannot offer refunds for members who purchased the Execute or Accelerate membership.

We do offer a money-back guarantee for members who purchased the Supercharge membership. In order to qualify for this:

- You must be enrolled in the Supercharge Sales Insights Academy package.
- The course content must have been regularly engaged with and 100% completed.
- You must have done everything within your reasonable control to engage and participate in all recommended pathways to success.
- This includes attending bootcamps, submitting questions in the online community, completing the Sales Insights Evaluation and personalised action plan, and participating in all 1:1 coaching sessions, Extended DISC assessment and 1:1 debrief.
- To claim on this guarantee, please email [support@salesinsightsacademy.com](mailto:support@salesinsightsacademy.com). **We will provide you with a checklist to complete and return to us to document the supporting details.**



## 3. Service-Specific Terms

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### 3.1 Memberships

**Term:** 12 months from purchase.

**Renewal:** No automatic renewal. If you wish to continue, you can sign up for another 12 months. We will email renewal reminders before your end date.

**Payment:** When committing to membership, you can choose to pay upfront or by monthly installments. By committing to monthly installments, you authorise if a payment is overdue by more than 5 business days without a written arrangement, a \$25 AUD late fee may apply; after 21 days we may suspend access and, if necessary, refer the account to collections. If you are in hardship, please contact [support@salesinsightsacademy.com](mailto:support@salesinsightsacademy.com) early—we will work with you in good faith.

**Bonuses/Extensions:** Provided at our discretion and do not alter the original terms.

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### 3.2 Courses

12-month access to core course modules and updates released during your 12 month term.

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### 3.3 Boot Camps

**Booking:** Confirmed once payment is received.

**Non-attendance:** No refunds for no-shows; we will provide the recording to everyone who registered. If unforeseen issues occur with the recording, we will provide an alternative.

**Changes:** We may change event dates, venues, or presenters. If we cancel, you will be offered a refund or credit.

**Travel:** We are not responsible for travel, accommodation, or incidental costs if events change.

### 3.4 Sales Insights Evaluations

**Delivery:** Access to this questionnaire is provided via a personal link.

**Results:** Your results **will be shared with you** via your personal portal and/or downloadable report. Results are not definitive predictors of performance.

**Confidentiality:** By default, your results are shared with you and our internal delivery team only. Where a business pays for your enrolment, authorised individuals at the paying organisation may reasonably need access to your results in order to support your development. In this situation, if we are asked to, we may share your results with these individuals.

**Group enrolments (manager signs up their team):** If your company pays, your company is the Client for data access purposes and may receive both aggregate insights and individual reports for enrolled staff. We also provide the sales manager with access to any resources needed to support you.

**Licensing:** Evaluations are for individual use and must not be republished or redistributed without permission.

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### 3.5 Power Coaching Sessions (Exclusive to Supercharge Members)

**Length & Booking:** These sessions are 30 minutes in length. To get the most value, we will ask you to complete a short pre-session form.

**Rescheduling:** Provide at least 24 hours' notice to reschedule. Missed sessions without notice are forfeited.

**Expiry:** Sessions must be used during your active Membership term unless we agree otherwise.

**No-Show & Lateness:** If your coach is more than 10 minutes late, we will extend or rebook for you at no additional charge.

**Scope:** Coaching supports performance and implementation. It isn't therapy, counselling, legal or financial advice. We may refer you to other professionals if needed.

**Confidentiality:** We keep your information confidential except where there's risk of harm, legal compulsion, disclosure of unlawful activity, or other ethical/legal obligations.

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## 4. Changes to this Agreement

We will notify you of any changes to this agreement. **Changes will not apply retroactively to Services you have already purchased.**

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## 5. Contact

[support@salesinsightsacademy.com](mailto:support@salesinsightsacademy.com)

