

Sales Insights Academy

Service Agreement

We are here to help you grow your sales skills and achieve great results through quality online sales training. With different academy packages, you can get access to world-class assessments, in-person bootcamps, regular online workshops 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 & Pausing

- Credentials and materials are for your personal use only—no sharing, reselling, or redistribution. We reserve the right to revoke access for misuse.
- Accelerate is a 6-month program; Supercharge is a 12-month program. Your access begins on the date of purchase and will end after the relevant timeframe. You will be sent a reminder 1 month before access ends.
- You can request to pause your Accelerate or Supercharge program at any time by emailing us (see 5. Contact). Approved pauses will be confirmed in writing by us.
 - **If you paid upfront in full**, you can pause and resume access as needed. Your access period will be extended by the length of any approved pause.
 - **If you are paying by instalments**, your instalment payments will continue for the full duration of your original membership term (6 months for Accelerate or 12 months for Supercharge), regardless of any approved pause. Your access period will then be extended by the length of the approved pause.
 - In cases of financial hardship or significant life events, we may, at our discretion, approve additional pause time or vary payment arrangements.

2.4 No Sharing

- 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

2.5 Conduct

- Treat staff, coaches, and participants with respect and participate in good faith. We may suspend or terminate access, acting reasonably, for conduct that materially harms the learning environment or breaches this Agreement.

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.
- If events beyond our reasonable control disrupt delivery, we may reschedule or provide alternates.

2.7 Privacy, Confidentiality & Recordings

- We handle personal information in accordance with our Privacy Policy. Any information you share with us is treated confidentially, except where disclosure is required by law.
- We record our workshops and bootcamps for quality improvement and internal training purposes. By participating, you consent to being recorded.
- We may use excerpts for external promotional purposes. Where any material includes content that personally identifies you (such as your name, image, voice, or comments), we will ask for consent before using it externally.
- If you do not provide consent, we will remove or exclude your identifiable content from those materials.
- If you prefer not to be recorded, or wish to withdraw your consent for identifiable marketing use, you must notify us in writing before or during the event, and we will take reasonable steps to accommodate your request, including editing or excluding your identifiable content where practicable.

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

- We may suspend or terminate access for a material breach of this Agreement; no refund is due in that case.
- During your enrolment, and for 6 months following the end of your enrolment, you must not knowingly solicit or induce any coach or contractor engaged by Sales Insights Academy to cease or materially reduce their engagement with us.
- This clause does not prevent individuals from engaging our coaches independently for private services, provided this does not interfere with or diminish their existing engagement with Sales Insights Academy.

2.10 Dispute Resolution & Governing Law

- Let's try to resolve any issues in good faith via email to support@salesinsightsacademy.com 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 (fair and discretionary)

Except as required under the Australian Consumer Law, we do not offer refunds for our programs, memberships, or services.

We are committed to delivering high-quality training and support. In exceptional circumstances, we may, at our discretion, offer a credit or alternative remedy.

Nothing in this Agreement excludes, restricts, or modifies any rights you may have under the Australian Consumer Law.

2.12 Growth Guarantee (Continued Access)

We are committed to supporting members who fully engage in the Supercharge program.

If you complete the 12-month Supercharge term and have not achieved **measurable progress**, you may apply to retain continued access to the program at no additional cost until measurable progress is achieved. **Measurable progress** is assessed using the program's activity tracking and performance measurement tools, including:

- Demonstrable improvement in tracked leading activity levels;
- Improvement in one or more pipeline conversion stages; and/or
- Observable improvement in the application of program frameworks.

Eligibility

To qualify, you must have:

- Completed the 12-month Supercharge term.
- Fully engaged with the program content and training.
- Consistently participated in required live sessions and coaching.
- Actively implemented the frameworks and strategies taught.
- Accurately tracked and reported your activity and pipeline data using the program's tracking tools.

Applications must be submitted in writing to support@salesinsightsacademy.com within 14 days of program completion. We will provide you with a checklist to complete and return to us to verify eligibility.

If approved:

- You may retain continued access to video content, Workshop Wednesdays, Bootcamps, and the online community.
- You will not receive additional 1:1 coaching sessions.
- You will not receive a repeat Sales Insights Evaluation or Extended DISC Assessment.
- Your progress will be reviewed every 3 months.

You must continue to actively participate and implement the program in good faith during any extended access period. If you do not, the Growth Commitment may be withdrawn.

The Growth Commitment provides continued access only and does not entitle you to a refund.



3. Service-Specific Terms

3.1 Memberships

Accelerate Term: 6 months from date of purchase.

Supercharge Term: 12 months from date of 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. If a payment is overdue by more than 5 business days without a written arrangement, a \$25 AUD late fee may apply. If payment remains outstanding after 21 days, we may suspend access and take reasonable steps to recover outstanding amounts. If you are experiencing financial hardship, please contact support@salesinsightsacademy.com and we will work with you in good faith.

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

3.2 Courses

Access to course modules and updates released during your 6 or 12 month term.

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 (company pays for team): By enrolling through an employer-funded program, you acknowledge and agree that the paying organisation will receive access to relevant individual and aggregate reports as outlined above.

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

3.5 1:1 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.

4. Changes to this Agreement

We may update this Agreement from time to time. Any changes will apply to purchases made after the updated version is published. The version of this Agreement that applies to your purchase is the version in effect at the time you enrolled.

If we make material changes that affect your current enrolment, we will notify you in advance.



5. Contact

support@salesinsightsacademy.com