

# Inspire Change Services Agreement

This agreement outlines how we work together.

It is designed to protect both you and Inspire Change, while keeping our relationship grounded in mutual respect, clarity and personal responsibility.

We value Health being your most valuable commodity. This agreement supports that standard.

## 1. Parties

This agreement is between:

Business Trading Name: Inspire Change  
Legal Entity: Inspire Change Ltd  
Address: 15 Scotsvale Drive, RD1, Morrinsville  
Contact Email: [eske@inspirechange.nz](mailto:eske@inspirechange.nz)  
Phone: 027 2633564

AND

Client Name: \_\_\_\_\_  
Business Name if applicable: \_\_\_\_\_  
Address: \_\_\_\_\_  
Email: \_\_\_\_\_  
Phone: \_\_\_\_\_

## 2. Scope of Services

This agreement applies to the following services only:

- One on one coaching
- 8 Weeks to Strong program

The specific service, duration and investment will be outlined in the accompanying proposal, invoice or program outline.

Only services explicitly agreed in writing are included.

## 3. Investment and Payment Terms

A deposit of approximately 10% may be required to confirm your commitment, where applicable.

Payment options: upfront or instalments. If an instalment plan is agreed:

- A 5% administration fee applies

- Payment dates are agreed prior to commencement

If a payment is missed:

- A 7 day grace period applies
- After 30 days, a 10% late fee may be applied
- Access to services may be suspended until payments are up to date

All fees are in NZD and include GST unless otherwise stated.

#### **4. Service Access and Payment Compliance**

Access to coaching sessions, program materials and support may be suspended if payment obligations are not met.

Suspension does not remove the client's obligation to complete agreed payments.

#### **5. Cancellations and Rescheduling**

##### One on One Coaching

A minimum of 24 hours' notice is required to reschedule.

Sessions cancelled within 24 hours may be forfeited.

##### 8 Weeks to Strong

Program fees are non-refundable once the program has commenced.

The program runs for a fixed duration and cannot be paused or extended unless agreed in writing.

#### **6. Refund Policy**

Due to the nature of coaching and intellectual property, fees are non-refundable once services have commenced, except where required under New Zealand consumer law.

Exceptional circumstances may be considered at the discretion of Inspire Change.

#### **7. Client Responsibilities**

You agree to:

- Take ownership of your health and participation
- Communicate honestly about injuries, medical history and limitations
- Seek medical clearance where required
- Engage respectfully in coaching environments

You acknowledge that results require consistency and implementation.

##### For 8 Weeks to Strong:

You understand this program requires consistency and you are committed to completing the full 8 weeks.

## **8. Health and Medical Disclaimer**

All training, nutrition and lifestyle guidance is educational in nature.

Inspire Change does not diagnose medical conditions or replace medical professionals.

Participation is voluntary and undertaken at your own risk.

## **9. Assumption of Risk and Limitation of Liability**

Physical training involves inherent risk.

To the extent permitted by New Zealand law, Inspire Change is not liable for injury, loss or damage arising from participation, except in cases of proven negligence.

Liability is limited to the total amount paid for the relevant service.

Nothing limits rights under the Consumer Guarantees Act 1993.

## **10. Confidentiality and Privacy**

Personal information is treated as confidential and managed in accordance with the New Zealand Privacy Act 2020.

Information is used only for service delivery and is not shared without consent unless required by law.

## **11. Use of Artificial Intelligence Tools**

Inspire Change may use AI supported tools for:

- Program design support
- Analysis of training and nutrition data
- Administrative and document drafting

All use is within legal and privacy boundaries.

AI outputs are supportive and advisory only and do not replace professional judgement or constitute medical advice.

## **12. Intellectual Property**

All programs, materials, frameworks and resources remain the property of Inspire Change.

They may not be copied, shared, distributed or used commercially without written permission.

## **13. Communication Boundaries**

Primary communication: email, WhatsApp, phone or video

Response time: within 48 business hours

Coaching support does not replace emergency or medical services.

#### **14. Code of Conduct**

Clients are expected to engage respectfully and constructively.

Inspire Change may remove clients whose behaviour compromises safety or alignment.

No refund will be provided in such cases.

#### **15. Termination**

This agreement may be terminated due to:

- Non payment
- Breach of terms
- Behaviour inconsistent with agreed standards

Outstanding balances remain payable.

#### **16. Force Majeure**

Neither party is liable for delays outside reasonable control.

#### **17. Governing Law**

This agreement is governed by New Zealand law.

#### **18. Acceptance**

By accepting this agreement, you confirm you have read and agree to these terms.