JULIE WONG & SARAH CONTE RETREATS

TERMS & CONDITIONS

These Terms and Conditions constitute a legally binding contract between Julie Wong and Sarah Conte (the "Providers") and you (the "Client/Participant"). By accessing this website, purchasing products, or registering for a retreat, you acknowledge that you have read, understood, and agree to be bound by these terms.

1. Professional Disclaimer & Medical Clearance

All content, including PDFs, videos, and coaching, is provided for general informational and inspirational purposes based on the personal experience of Julie Wong and Sarah Conte.

- Not Medical Advice: Content is not tailored to individual medical histories or injuries.
- Mandatory Consultation: You must seek advice from a GP or allied health professional before starting any new fitness regime, especially if you have pre-existing conditions or are pregnant.
- No Warranties: While we strive for accuracy, Julie Wong and Sarah Conte make no representations regarding specific results. Results are individual and vary.

2. Assumption of Risk & Physical Health

By participating in any activity (including but not limited to personal training, breathwork, barre, or retreat movements), you acknowledge that these are potentially hazardous activities.

- Inherent Risks: You acknowledge risks including, but not limited to: abnormal blood pressure, fainting, muscle strains, fractures, or in extreme cases, permanent disability or death.
- Voluntary Participation: You are voluntarily participating with full knowledge of these dangers and take sole responsibility for any injuries or changes to your physical or mental health.
- Fitness Declaration: You warrant that you are in good health, over the age of 18, and have disclosed any injuries to Julie Wong and Sarah Conte.

3. Retreat Specifics: "Renew and Realign" (Bali)

- Location: Casa Infinito Bali, Indonesia.
- Alcohol-Free Policy: To maintain the integrity of the program, the retreat is strictly alcohol and substance-free. Non-compliance may result in removal without a refund.
- International Travel: Participants are required to obtain comprehensive travel insurance covering medical evacuation and trip cancellation. Julie Wong and Sarah Conte are not responsible for any costs incurred due to travel delays, illness, or medical emergencies.

4. Liability Waiver & Indemnity

WARNING UNDER THE AUSTRALIAN CONSUMER LAW (ACL): Under the ACL, Julie Wong and Sarah Conte are entitled to ask you to agree to exclude or modify liability for personal injury. By agreeing to these terms:

- You release Julie Wong, Sarah Conte, and any sub-contractors from all claims or causes of action arising from negligence (excluding gross negligence or wilful misconduct).
- You indemnify the Providers against any legal actions brought by you or a third party arising from your participation.
- Property: Julie Wong and Sarah Conte are not responsible for the loss, theft, or damage of personal property at any venue or during transit.

5. Intellectual Property & Copyright

All materials—including eBooks, videos, resources, and photographs—created by Julie Wong and Sarah Conte are protected under Australian Copyright Law.

- Single User License: Purchases are for individual use only.
- Breach: Any unauthorised distribution or reproduction will result in immediate service cancellation and potential legal action, with fines exceeding $5,000.
- Media Release: You consent to being photographed/filmed during activities for promotional and business purposes by the Providers.

6. Purchase, Shipping, and Cancellations

- Pricing: Fees are reviewed annually on June 30th (aligned with the Australian Tax Year) but may be updated at any time.
- Shipping (Physical Goods): * Australia: Standard (5-7 days) or Express (2-4 days). Signature on delivery is compulsory.
  - International: Registered post (12-15 days).
  - Risk: Once dispatched via Australia Post, Julie Wong and Sarah Conte are not responsible for loss, damage, or import taxes.
- Retreat & Event Cancellation Policy
- Due to the significant upfront commitments required for venue hire, catering, and administrative planning, the following tiered cancellation policy applies to all retreats and intensive events:
  - Non-Refundable Deposit: A deposit of $1000.00 is required to secure your booking and is non-refundable under all circumstances.
  - 60+ Days Prior to Event: Cancellations made more than 60 days before the start date are eligible for a full refund of the balance (total price paid minus the non-refundable deposit).
  - 30–59 Days Prior to Event: 50% of the total retreat fee is refundable (minus the non-refundable deposit).
  - Within 30 Days of Event: No refunds or credits will be issued for cancellations made within 30 days of the start date.
  - Ticket Transfers: If you are unable to attend within the 30-day window, you may transfer your spot to another person up to 14 days before the event for a $50 administration fee.
  - Insurance: We strongly recommend that all participants take out comprehensive travel or event insurance to cover unforeseen personal circumstances or health issues.

7. Privacy Policy

In accordance with the Privacy Act 1988 (Cth), Julie Wong and Sarah Conte are dedicated to protecting your data.

- Collection: We collect names, contact details, DOB, and health/injury history to safely facilitate services.
- Third Parties: Data is only shared with affiliates (e.g., shipping providers or body composition specialists) necessary to fulfill your order.
- Opt-Out: You may opt out of marketing communications at any time.
- Digital Security: While we take precautions, we cannot guarantee files downloaded from this site are virus-free; downloads are at the consumer's risk.