

REFERRAL PROGRAM TERMS & CONDITIONS

1. Introduction

The Customer Referral Program (the "Program") is offered by UVSL (the "Company") and allows existing clients, members and non-members (the "referrer") to refer new clients to the Company's 6-week coaching program (the "Coaching Program") and receive rewards based on the number of successful referrals they make.

2. Eligibility

- a. The Program is open to any referrer who may consist of existing clients of the Company and any person who chooses to participate in the Program.
- b. Referrals must be new clients who have not previously enrolled in the Coaching Program.
- c. Employees and affiliates of the Company are not eligible to participate in the Program.

3. Referral Rewards

- a. For each successful referral, the referrer will receive a \$100 Lorna Jane voucher.
- b. Upon making three successful referrals, the referrer will receive a \$250 Mecca Maxima voucher.
- c. Upon making five successful referrals, the referrer will receive a \$500 Endota Spa voucher.
- d. Upon making ten successful referrals, the referrer will receive a \$1000 Jackalope voucher.
- e. Upon making twenty-five successful referrals, the referrer will receive a \$5000 Brae Restaurant X Rotor One Helicopter Experience.

4. Referral Process

- a. The referrer must refer a new client to the Coaching Program.
- b. The referred client must enrol in the Coaching Program on their introductory call or face-to-face consultation with a UVSL staff member.
- c. The referred client must mention they have been referred by the referrer to receive a \$100 discount on the Coaching Program when they enrol.
- d. The referrer will be credited with a successful referral once the referred client has completed the full 6 weeks of the Coaching Program, their payment/s have been processed in full, and they have not exercised their right to a refund.

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5. Accumulation and Redemption of Referrals

- a. The referrer may accumulate multiple referrals.
- b. The referrer may "cash in" their referrals at any of the specified reward intervals of 1, 3, 5, 10, or 25 referrals.
- c. The referrer will be contacted by SMS and will have 24 hours to respond to whether they want to "cash in" their reward. If they do not reply it will default to a continuation of the Program and they will no longer be able to "cash in" their reward for the level they are at.
- d. Once the referrer "cashes in" their referrals and receives their reward, their referral count will reset to 0, and they can start the referral program again.

6. Fraudulent Referrals

- a. The Company reserves the right to investigate and disqualify any fraudulent or suspicious referrals.
- b. If the Company determines that a referral is fraudulent or violates these terms and conditions, the referrer will not receive any reward for that referral.

7. Modification and Termination

- a. The Company reserves the right to modify or terminate the Program at any time without prior notice.
- b. In the event of Program termination, the referrers will be given a reasonable period to redeem their accumulated referrals for rewards.

8. Limitation of Liability

The Company shall not be liable for any indirect, special, or consequential damages arising out of or related to the Program.

9. Governing Law

These terms and conditions shall be governed by the laws of Victoria, and any disputes arising hereunder shall be subject to the exclusive jurisdiction of the courts of Victoria.