

SKY HIGH
COACHING

THE SHC INTENSIVE

Terms & Conditions

19-21 March 2027 | Daylesford, Victoria, Australia

By booking a place at The SHC Intensive, you agree to the following Terms & Conditions.

REGISTRATION

Participation in The SHC Intensive is available only to registered participants aged 18 or over.

Your registration is personal to you and cannot be transferred to another person without prior written approval from Sky High Coaching.

Your place is not secured until Sky High Coaching has received the payment required to confirm your booking and your signed Participant Agreement. The Participant Agreement will be provided separately.

Only registered participants may attend the Intensive, its sessions and associated activities.

TRAVEL, ACCOMMODATION & INSURANCE

Accommodation, flights, ground travel, transfers and travel insurance are not included in your Intensive investment.

You are responsible for arranging and managing your own travel and accommodation, including any changes, delays or cancellations.

It is strongly recommended that you obtain appropriate travel insurance covering illness, accidents, cancellations, travel disruption, theft and other unforeseen circumstances.

Sky High Coaching is not responsible for costs arising from travel delays, cancellations, illness or other unexpected events.

VENUE, MEALS & PROPERTY

The Intensive will be held in Daylesford, Victoria.

Lunch is provided on Saturday and Sunday, together with tea and water throughout the event. All other meals, beverages and personal expenses are your responsibility.

All venue bookings and arrangements are made in good faith but may be subject to change.

You are responsible for any damage to property or accommodation caused by you.

ATTENDANCE & TIMING

The Intensive will begin promptly at the scheduled start time each day.

If you arrive late, you may be asked to wait until an appropriate break before joining the group. Missed time cannot be added, rescheduled or refunded.

If you miss any part of the Intensive or choose to leave early, you are not entitled to a refund, credit or additional time.

Sky High Coaching may make reasonable changes to the schedule where necessary.

HEALTH, WELLBEING & SAFETY

You are responsible for ensuring that you are physically, mentally and emotionally able to participate safely in the Intensive.

You must advise Sky High Coaching in advance of any medical condition or circumstance that may affect your ability to participate safely.

The Intensive is not suitable for anyone currently undergoing treatment for, or recovering from, alcohol or drug addiction.

You participate voluntarily and remain responsible for your own health, safety and wellbeing throughout the Intensive.

PAYMENT

Your place is secured only once the payment required to confirm your booking has been received and your Participant Agreement has been signed and returned.

If either requirement is outstanding, your place is not confirmed and may be offered to another participant.

CANCELLATIONS, CHANGE OF MIND & NON-ATTENDANCE

Payments are non-refundable if you change your mind or decide not to attend.

If you are unable to attend the Intensive for any reason, no refund will ordinarily be issued. Instead, Sky High Coaching will provide you with an alternative of equal value.

That alternative may take the form of private 1:1 coaching, participation in another Sky High Coaching program, an online course or a future event. The form of the alternative will be determined by Sky High Coaching.

If you voluntarily leave the Intensive early, no refund or credit will be provided.

Nothing in these Terms & Conditions excludes or limits any rights or remedies that cannot lawfully be excluded under Australian law.

COACH ILLNESS OR INCAPACITY

If Janelle Ryan is unable to deliver all or part of the Intensive due to illness, injury or another serious unforeseen circumstance, Sky High Coaching may arrange for another suitably qualified and experienced coach to facilitate all or part of the Intensive, reschedule the Intensive, offer an alternative coaching arrangement, program or future event of equal value, or, if none of those options is reasonably available, provide a refund of the amount paid directly for the Intensive.

Any substitute coach will be selected by Sky High Coaching and will be appropriately qualified and experienced.

Sky High Coaching is not responsible for, and will not reimburse, travel, accommodation, transfers, insurance or other personal expenses incurred by participants, except where required by law.

IF SKY HIGH COACHING CANCELS THE INTENSIVE

If Sky High Coaching cancels the Intensive due to unforeseen circumstances, you will receive either coaching, support, participation in another program or participation in a future event of equal value to your investment; or, at the discretion of Sky High Coaching, a refund of the amount paid directly for the Intensive.

Sky High Coaching will not reimburse travel, accommodation, transfers, insurance or other personal expenses.

FORCE MAJEURE

If circumstances beyond the reasonable control of Sky High Coaching affect the Intensive, including but not limited to natural disasters, venue closures, pandemics, government restrictions or utility failures, Sky High Coaching may reschedule, relocate or convert the Intensive to an online format.

In these circumstances, your registration will automatically transfer to the revised event and no refund will be provided.

If the Intensive must be terminated entirely and cannot proceed, you will be offered participation in private coaching, an online course, another program or a future event of equal value to your investment.

COACHING & PARTICIPATION

The Intensive includes both individual and group coaching within a small-group environment.

Individual coaching takes place within the group. While participants may receive direct coaching during the Intensive, the amount of individual attention may vary depending on group size, available time and the needs of the group.

Group coaching is designed to support shared learning, reflection and insight.

Coaching is not psychological counselling, psychotherapy or medical treatment and is not a substitute for professional healthcare.

You remain responsible for your own decisions, actions and participation.

RESPECT, CONDUCT & CONFIDENTIALITY

The Intensive is designed to be a respectful, confidential and supportive environment.

You agree to respect the privacy, boundaries and experiences of everyone in the group and to keep personal and business information shared by other participants confidential.

Harassment, abusive or threatening behaviour, violence, property damage, illicit drug use, abuse of alcohol, serious disruption, breaches of confidentiality or other conduct that compromises the safety or integrity of the group may result in your removal from the Intensive without refund or credit.

Sky High Coaching may also terminate participation where a participant provides inaccurate information, fails to make required payments or behaves in a way considered unlawful, unsafe or damaging to the experience of others.

GUEST PRACTITIONERS

Sky High Coaching may invite suitably qualified and insured guest practitioners to facilitate additional activities as part of the Intensive.

Participation in these sessions is optional. You may choose not to participate without affecting your participation in the remainder of the Intensive.

If you choose to participate, you do so voluntarily and accept responsibility for your participation.

INTELLECTUAL PROPERTY

All workbooks, exercises, written materials, recordings and other resources provided as part of The Intensive remain the intellectual property of Sky High Coaching and its licensors.

They are provided for your personal, non-commercial use only.

You may not copy, reproduce, distribute, publish or commercially exploit any materials without the prior written permission of Sky High Coaching.

RESULTS

Sky High Coaching does not guarantee any particular result or outcome from participation in the Intensive.

Individual results will depend on your own circumstances, participation, decisions and actions.

PHOTOGRAPHY & VIDEO

Photography, filming or recording may take place during the Intensive and may be used by Sky High Coaching for promotional or educational purposes.

If you do not wish to be photographed, filmed or recorded, you must advise Sky High Coaching in writing before the Intensive.

LIABILITY

By booking and attending the Intensive, you acknowledge that participation may involve inherent risks and that you participate voluntarily.

To the extent permitted by law, you accept responsibility for your own participation, health, safety, property and wellbeing.

Nothing in these Terms & Conditions excludes or limits liability or rights that cannot lawfully be excluded.

DISPUTE RESOLUTION

If a dispute arises, you agree to notify Sky High Coaching in writing in the first instance.

Both parties will attempt to resolve the matter in good faith through direct consultation.

If the matter cannot be resolved, it will be referred to mediation through the Law Institute of Victoria before court proceedings are commenced.

GOVERNING LAW

These Terms & Conditions are governed by the laws of Victoria, Australia.

Each party submits to the jurisdiction of the courts of Victoria.

Sky High Coaching
ABN 50 485 540 337