

# **Living In The No Transformational Journey Program Policies**

## **1.0 PRIVACY POLICY (Effective date: December 8, 2021)**

Soul Healing with Roz, LLC ("us", "we", or "our") operates this membership-only website (hereinafter referred to as the "Site").

This page informs you of our policies regarding the collection, use and disclosure of Personal Information we receive from users of the Site. We use your Personal Information only for providing and improving the Site. By using the Site, you agree to the collection and use of information in accordance with this policy.

We use your data to provide and improve the Site. By using the Site, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, the terms used in this Privacy Policy have the same meanings as in our Terms and Conditions, accessible from this Site.

### **Definitions**

#### **Site**

Site refers to this membership-only website operated by Soul Healing with Roz, LLC.

#### **Personal Data**

Personal Data means data about a living individual who can be identified from those data (or from those and other information either in our possession or likely to come into our possession).

#### **Personal Information**

Personal information refers to information such as your name, address, email address, geographic location, purchase history, gender, credit card information and browsing habits on our site.

#### **Usage Data**

Usage Data is data collected automatically either generated by the use of the Site or from the Site infrastructure itself (for example, the duration of a page visit).

#### **Cookies**

Cookies are small files stored on your device (computer or mobile device).

#### **Data Controller**

Data Controller means the natural or legal person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal information is, or are to be, processed.

For the purpose of this Privacy Policy, we are a Data Controller of your Personal Data.

Data Processors (or Service Providers)

Data Processor (or Service Provider) means any natural or legal person who processes the data on behalf of the Data Controller.

We may use the services of various Service Providers in order to process your data more effectively.

Data Subject (or User)

Data Subject is any living individual who is using our Site and is the subject of Personal Data.

### **Information Collection and Use**

We collect information from you when you register on the site, place an order, enter a contest or sweepstakes, respond to a survey or communication such as e-mail, or participate in another site feature.

When ordering or registering, we may ask you for your name, e-mail address, mailing address, phone number, credit card information or other information. You may, however, visit our site anonymously.

We also collect information about gift recipients so that we can fulfill the gift purchase. Like many websites, we use cookies to enhance your experience and gather information about visitors and visits to our websites. Please refer to the do we use cookies section below for information about cookies and how we use them.

We may process the following categories of personal data about you:

- **Communication Data** that includes any communication that you send to us whether that be through the contact form on our website, through email, text, social media messaging, social media posting or any other communication that you send us. We process this data for the purposes of communicating with you, for record keeping and for the establishment, pursuance or defense of legal claims. Our lawful ground for this processing is our legitimate interests which in this case are to reply to communications sent to us, to keep records and to establish, pursue or defend legal claims.

- **Customer Data** that includes data relating to any purchases of goods and/or services such as your name, title, billing address, delivery address, email address, phone number, contact details, purchase details and your card details. We process this data to supply the goods and/or services you have purchased and to keep records of such transactions. Our lawful ground for this processing is the performance of a contract between you and us and/or taking steps at your request to enter into such a contract.
- **User Data** that includes data about how you use our website and any online services together with any data that you post for publication on our website or through other online services. We process this data to operate our website and ensure relevant content is provided to you, to ensure the security of our website, to maintain back- ups of our website and/or databases and to enable publication and administration of our website, other online services and business. Our lawful ground for this processing is our legitimate interests which in this case are to enable us to properly administer our website and our business.
- **Technical and Usage Data** that includes data about your use of our website and online services such as your IP address, your login data, details about your browser, length of visit to pages on our website, page views and navigation paths, details about the number of times you use our website, time zone settings and other technology on the devices you use to access our website. The source of this data is from our analytics tracking system. We process this data to analyze your use of our website and other online services, to administer and protect our business and website, to deliver relevant website content and advertisements to you and to understand the effectiveness of our advertising. Our lawful ground for this processing is our legitimate interests which in this case are to enable us to properly administer our website and our business and to grow our business and to decide our marketing strategy.
- **Marketing Data** that includes data about your preferences in receiving marketing from us and our third parties and your communication preferences. This includes newsletters, marketing or promotional materials and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or the instructions provided in any email we send. We process this data to enable you to partake in our promotions such as sales offers, affiliate offers, free contests with give-aways, to deliver relevant website content and advertisements to you and measure or understand the effectiveness of this advertising. Our lawful ground for this processing is our legitimate interests which in this case are to study how customers use our products/services, to develop them, to grow our business and to decide our marketing strategy.

- We may use Customer Data, User Data, Technical Data and Marketing Data to deliver relevant website content and advertisements to you (including Facebook adverts or other display advertisements) and to measure or understand the effectiveness of the advertising we serve you. Our lawful ground for this processing is legitimate interests which is to grow our business. We may also use such data to send other marketing communications to you. Our lawful ground for this processing is either consent or legitimate interests (namely to grow our business).

### **Sensitive Data**

We do not collect any Sensitive Data about you. Sensitive data refers to data that includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data. We do not collect any information about criminal convictions and offenses.

### **Tracking Cookies**

We use cookies and similar tracking technologies to track the activity on our Site and we hold certain information.

Cookies are files with a small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Other tracking technologies are also used such as beacons, tags and scripts to collect and track information and to improve and analyze our Site.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Site.

Examples of Cookies we use:

- Session Cookies. We use Session Cookies to operate our Site.
- Preference Cookies. We use Preference Cookies to remember your preferences and various settings.
- Security Cookies. We use Security Cookies for security purposes.

### **Use of You Personal Data and Personal Information**

Soul Healing with Roz, LLC uses the collected data for various purposes:

- To personalize your Site experience and to allow us to deliver the type of content and product offerings in which you are most interested.

- To allow us to better service you in responding to your customer service requests. To quickly process your transactions.
- To administer a contest, promotion, survey or other site feature.
- To provide and maintain our Site
- To notify you about changes to our Site
- To allow you to participate in interactive features of our Site when you choose to do so
- To provide customer support
- To gather analysis or valuable information so that we can improve our Site
- To monitor the usage of our Site
- To detect, prevent and address technical issues
- To provide you with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or enquired about unless you have opted not to receive such information

If you have opted-in to receive our email newsletter, free challenges, or a free ebook, we will send you educational and marketing emails.

To modify your email subscriptions, you can find an unsubscribe link at the bottom of each email. Please note that due to email production schedules you may receive any emails already in production. Please note that we may maintain information about an individual sales transaction in order to service that transaction and for record keeping.

If you have not opted-in to receive email newsletters, you will not receive these emails. Visitors who register or participate in other site features such as marketing programs and 'members-only' content will be given a choice whether they would like to be on our email list and receive e-mail communications from us.

### **Legal Basis for Processing Personal Data under the General Data Protection Regulation (GDPR)**

Our lawful ground of processing your personal data to send you marketing communications is either your consent or our legitimate interests (namely to grow our business).

If you are from the European Economic Area (EEA), Soul Healing with Roz, LLC legal basis for collecting and using the personal information described in this Privacy Policy depends on the Personal Data we collect and the specific context in which we collect it.

Soul Healing with Roz, LLC may process your Personal Data because:

- We need to perform a contract with you
- You have given us permission to do so
- The processing is in our legitimate interests and it is not overridden by your rights
- To comply with the law

Under these regulations, if you are a limited liability company, we may send you marketing emails without your consent. However you can still opt out of receiving marketing emails from us at any time.

You can ask Soul Healing with Roz, LLC or third parties to stop sending you marketing messages at any time simply by unsubscribing from emails via the unsubscribe button which can be found at the bottom of each email or by sending an email to [hello@rozkincaid.com](mailto:hello@rozkincaid.com) with your request to stop receiving emails.

If you opt out of receiving marketing communications this opt-out does not apply to personal data provided as a result of other transactions, such as purchases, warranty registrations etc.

### **Retention of Data**

Soul Healing with Roz, LLC will retain your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes and enforce our legal agreements and policies.

Soul Healing with Roz, LLC will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our Site, or we are legally obligated to retain this data for longer periods.

### **Transfer of Data**

Your information, including Personal Data, may be transferred to - and maintained on - computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ from those of your jurisdiction. If you are located outside the United States and choose to provide information to us, please note that we transfer the data, including Personal Data, to the United States and process it there.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

Soul Healing with Roz, LLC will take all the steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

### **Disclosure of Data**

Soul Healing with Roz, LLC does not sell, trade, or otherwise transfer to outside parties your personally identifiable information unless we provide you with advance notice, except as described below. It does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety.

However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

### **Disclosure for Law Enforcement**

Under certain circumstances, Soul Healing with Roz, LLC may be required to disclose your Personal Data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).

### **Legal Requirements**

Soul Healing with Roz, LLC may disclose your Personal Data in the good faith belief that such action is necessary to:

- To comply with a legal obligation
- To protect and defend the rights or property of Soul Healing with Roz, LLC
- To prevent or investigate possible wrongdoing in connection with the Site
- To protect the personal safety of users of the Site or the public
- To protect against legal liability

### **Security of Data**

The security of your data is important to us but remember that no method of transmission over the Internet or method of electronic storage is 100% secure. While we

strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

Your Data Protection Rights under the General Data Protection Regulation (GDPR)

If you are a resident of the European Economic Area (EEA), you have certain data protection rights. Soul Healing with Roz, LLC aims to take reasonable steps to allow you to correct, amend, delete or limit the use of your Personal Data.

If you wish to be informed about what Personal Data we hold about you and if you want it to be removed from our systems, please contact us at [hello@rozkincaid.com](mailto:hello@rozkincaid.com).

In certain circumstances, you have the following data protection rights:

**The right to access, update or delete the information we have on you.** Whenever made possible, you can access, update or request deletion of your Personal Data directly within your account settings section. If you are unable to perform these actions yourself, please contact us to assist you.

**The right of rectification.** You have the right to have your information rectified if that information is inaccurate or incomplete.

**The right to object.** You have the right to object to our processing of your Personal Data.

**The right of restriction.** You have the right to request that we restrict the processing of your personal information.

**The right to data portability.** You have the right to be provided with a copy of the information we have on you in a structured, machine-readable and commonly used format.

**The right to withdraw consent.** You also have the right to withdraw your consent at any time where Soul Healing with Roz, LLC relied on your consent to process your personal information.

Please note that we may ask you to verify your identity before responding to such requests.

You have the right to complain to a Data Protection Authority about our collection and use of your Personal Data. For more information, please contact your local data protection authority in the European Economic Area (EEA).

### **Third Party Service Providers**



We may employ third party companies and individuals to facilitate our Service ("Service Providers"), provide the Service on our behalf, perform Service-related services or assist us in analyzing how our Site is used.

These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

## **Analytics**

We may use third-party Service Providers to monitor and analyze the use of our Site.

## **Google Analytics**

Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Site. This data is shared with other Google services. Google may use the collected data to contextualize and personalize the ads of its own advertising network. You can opt-out of having made your activity on the Site available to Google Analytics by installing the Google Analytics opt-out browser add-on. The add-on prevents the Google Analytics JavaScript (ga.js, analytics.js and dc.js) from sharing information with Google Analytics about visits activity.

For more information on the privacy practices of Google, please visit the Google Privacy Terms web page: <https://policies.google.com/privacy?hl=en>

## **Links to Other Sites**

Our Site may contain links to other sites that are not operated by us. If you click a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

## **Children's Privacy**

Our Site does not address anyone under the age of 18 ("Children"). We do not knowingly collect personally identifiable information from anyone under the age of 18. If you are a parent or guardian and you are aware that your Child has provided us with Personal Data, please contact us immediately. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from our servers.

### **Ordering Products On Our Site**

We may request information from you on our order forms for purchase of products. To buy from us, you must provide contact information (like name and shipping address) and financial information (like credit card number, expiration date). This information is used for billing purposes and to fill your orders. If we have trouble processing an order, we'll use this information to contact you.

### **Protecting Visitor Information**

We implement a variety of security measures to maintain the safety of your personal information. Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. When you place orders or access your personal information, we offer the use of a secure server. All sensitive/credit information you supply is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our databases to be only accessed as stated above.

### **Online Privacy**

This privacy policy refers only to information collected through our websites, and does not apply to information collected in person at events, coaching calls or on social media.

### **Changes to This Privacy Policy**

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page. We will let you know via email and/or a prominent notice on our Site, prior to the change becoming effective and update the "effective date" at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

### **Contact Us**

If you have any questions, concerns or feedback about this Privacy Policy, please contact us by email at [hello@rozkincaid.com](mailto:hello@rozkincaid.com).

## **2.0 TERMS & CONDITIONS**

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS OF USE CAREFULLY BEFORE USING THIS WEBSITE. All users of this site agree that access to and use of this site is subject to the following terms and conditions and other applicable law. **If you do not agree to these terms and conditions, please do not use this site.**

## **Terms and Conditions**

The Website Standard Terms And Conditions contained herein on this webpage, shall govern your use of this Website, including all pages within this Website (collectively referred to herein below as this “Website”). These Terms apply in full force and effect to your use of this Website and by using this Website, you expressly accept all terms and conditions contained herein in full. You must not use this Website, if you have any objection to any of these Website Standard Terms And Conditions.

## **Copyright**

The entire content included in this Website including but not limited to text, graphics or code is copyrighted as a collective work under the Canadian and other copyright laws, and is the property of Soul Healing with Roz, LLC. The collective work includes works that are licensed to Soul Healing with Roz, LLC., ALL RIGHTS RESERVED. Permission is granted to electronically copy and print hard copy portions of this Website for the sole purpose of placing an order with Soul Healing with Roz, LLC., or purchasing products from Soul Healing with Roz, LLC.

You may display and, subject to any expressly stated restrictions or limitations relating to specific material, download or print portions of the material from the different areas of the Website solely for your own non-commercial use, or to place an order with Soul Healing with Roz, LLC. or to purchase Soul Healing with Roz, LLC. products. Any other use, including but not limited to the reproduction, distribution, display or transmission of the content of this Website is strictly prohibited, unless authorized by Soul Healing with Roz, LLC. You further agree not to change or delete any proprietary notices from materials downloaded from the Website.

## **Trademarks**

All trademarks, service marks and trade names of Soul Healing with Roz, LLC used on the Website are trademarks or registered trademarks of Soul Healing with Roz, LLC.

## **Warranty Disclaimer**

This Website and the materials and products on this Website are provided “as is” and without warranties of any kind, whether express or implied. To the fullest extent permissible pursuant to applicable law, Soul Healing with Roz, LLC. disclaims all warranties, express or implied, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose and non-infringement. Soul Healing with Roz, LLC. does not represent or warrant that the functions contained in the Website will be uninterrupted or error-free, that the defects will be corrected, or that this Website or the server that makes the Website available are free of viruses or other

harmful components. Soul Healing with Roz, LLC. does not make any warranties or representations regarding the use of the materials in this Website in terms of their correctness, accuracy, adequacy, usefulness, timeliness, reliability or otherwise. Some states do not permit limitations or exclusions on warranties, so the above limitations may not apply to you.

### **Limitation of Liability**

Soul Healing with Roz, LLC. shall not be liable for any special or consequential damages that result from the use of, or the inability to use, the materials on this Website or the performance of the products, even if Soul Healing with Roz, LLC. has been advised of the possibility of such damages. Applicable law may not allow the limitation of exclusion of liability or incidental or consequential damages, so the above limitation or exclusion may not apply to you.

### **For Educational and Informational Purposes Only**

The information provided in or through this Website is for educational and informational purposes only and solely as a self-help tool for your own use.

### **Not Legal, Financial or Medical Advice**

Soul Healing with Roz, LLC, and its associates, employees and consultants are not attorneys, accountants, physicians or financial advisors, nor are we holding ourselves out to be. The information contained in this Website is not intended to be a substitute for legal, medical or financial advice that can be provided by your own attorney, accountant, medical professional and/or financial advisor. Although care has been taken in preparing the information provided to you, we cannot be held responsible for any errors or omissions, and I accept no liability whatsoever for any loss or damage you may incur. Always seek medical, financial and/or legal counsel relating to your specific circumstances as needed for any and all questions and concerns you now have, or may have in the future. You agree that the information on our Website is not legal, medical or financial advice.

### **Personal Responsibility**

You aim to accurately represent the information provided to us on or through our Website. You acknowledge that you are participating voluntarily in using our Website and that you are solely and personally responsible for your choices, actions and results, now and in the future. You accept full responsibility for the consequences of your use, or non-use, of any information provided on or through this Website, and you agree to use your own judgment and due diligence before implementing any idea, suggestion or recommendation from our Website to your life, family or business.

## **Code of Conduct**

You may not use Soul Healing with Roz, LLC for any illegal or unauthorized purpose. In addition to the laws of the State of Virginia, United States of America, you also agree to comply with all local laws that apply to your use of the Website. You may not use the Website in any manner which could disable, overburden, damage, or impair the Website, or interfere with any other party's use and enjoyment of the Website. You agree that you are responsible for your own conduct and communications while using the Website and for any consequences of that use. You agree that when using the Website, you will not post or upload any inappropriate, promotional, defamatory, destructive, obscene, or unlawful content; defame, abuse, harass, or otherwise violate the legal rights (such as rights of privacy and publicity) of others or upload dangerous or harmful files. Soul Healing with Roz, LLC reserves the right to remove individuals from our community in instances of misconduct.

## **No Guarantees**

Soul Healing with Roz, LLC is to support and assist you in reaching your own goals, but your success depends primarily on your own effort, motivation, commitment and follow-through. Soul Healing with Roz, LLC. cannot predict and does not guarantee that you will attain a particular result, and you accept and understand that results differ for each individual. Each individual's results depend on his or her unique background, dedication, desire, motivation, actions, and numerous other factors. You fully agree that there are no guarantees as to the specific outcome or results you can expect from using the information you receive on or through this Website.

## **Purchases and Subscriptions**

If you wish to purchase any product or service made available through the Website ("Purchase"), you may be asked to supply certain information relevant to your Purchase including, without limitation, your name, phone number, email address, physical address, credit card information and geographic location. Please view our Privacy Policy for more information on how we use your personal information. Some parts of the Service are billed on a subscription basis as outlined on the sales and check out pages of the product. You will be billed in advance on a recurring basis as per the subscription agreement.

## **Results Disclaimer**

Any results, testimonials or examples shown through our Website are only estimates of what might be possible now or in the future. There can be no assurance as to any particular outcome based on the use of our Website. You agree that Rosalyn (Roz)

Kincaid or Soul Healing with Roz, LLC are not responsible for your results, the success or failure of your personal or business decisions, or any other result of any kind that you may have as a result of information presented to you through our Website. You are solely responsible for your results.

### **Indemnification and Release of Claims**

You hereby fully and completely hold harmless, indemnify and release Soul Healing with Roz, LLC and any of its agents, consultants, affiliates, team members, joint venture partners, employees, shareholders, directors, staff, team members, or anyone otherwise affiliated with the business from any and all causes of action, allegations, suits, claims, damages, or demands whatsoever, in law or equity, that may arise in the past, present or future that is in any way related to our Website.

### **Errors and Omissions**

Although every effort is made to ensure the accuracy of information shared on or through this Website, the information may inadvertently contain inaccuracies or typographical errors. You agree that Soul Healing with Roz, LLC is not responsible for the views, opinions, or accuracy of facts referenced on or through the Website, or of those of any other individual or company affiliated with our business or Roz Kincaid in any way. Because scientific, technology and business practices are constantly evolving, you agree that Soul Healing with Roz, LLC is not responsible for the accuracy of our Website, or for any errors or omissions that may occur.

### **No Endorsement**

References or links in our Website to the information, opinions, advice, programs, products or services of any other individual, business or entity does not constitute our formal endorsement. Soul Healing with Roz, LLC is merely sharing information for your own self-help. Soul Healing with Roz, LLC is not responsible for the Website content, blogs, e-mails, videos, social media, programs, products and/or services of any other person, business or entity that may be linked or referenced in our Website. Conversely, should our Website link appear in any other individuals, businesses or entities Website, program, product or services, it does not constitute our formal endorsement of them, their business or their Website either.

### **Affiliates**

From time to time, we may promote, affiliate with, or partner with other individuals or businesses whose programs, products and services align with mine. There may be instances when we promote, market, share or sell programs, products or services for other partners and in exchange we may receive financial compensation or other

rewards. Soul Healing with Roz, LLC is highly selective and only promotes the partners whose programs, products and/or services we respect. At the same time, you agree that any such promotion or marketing does not serve as any form of endorsement whatsoever. You are still required to use your own judgment to determine that any such program, product or service is appropriate for you. You are assuming all risks, and you agree that Soul Healing with Roz, LLC is not liable in any way for any program, product or service that I may promote, market, share or sell on or through our Website.

### **Variation**

Soul Healing with Roz, LLC shall have the right in its absolute discretion at any time and without notice to amend, remove or vary the Services and/or any page of this Website.

### **Complaints**

Soul Healing with Roz, LLC offers support to our clients and a complaints handling procedure which we will use to try to resolve disputes when they first arise, with a solution that is mutually agreeable to both the client and Soul Healing with Roz, LLC. Please let us know if you have any complaints or comments at [hello@rozkincaid.com](mailto:hello@rozkincaid.com) or submit a Feedback Form [here](#).

### **Severability**

If any provision of these Terms is found to be unenforceable or invalid under any applicable law, such unenforceability or invalidity shall not render these Terms unenforceable or invalid as a whole, and such provisions shall be deleted without affecting the remaining provisions herein.

### **Entire Agreement**

These Terms, including any legal notices and disclaimers contained on this Website, constitute the entire agreement between Soul Healing with Roz, LLC and you in relation to your use of this Website, and supersede all prior agreements and understandings with respect to the same.

By using our Website you are agreeing to all parts of the above Disclaimer. If you have any questions about this Disclaimer, please contact [hello@rozkincaid.com](mailto:hello@rozkincaid.com).

## **3.0 GUARANTEE**

The results you receive from this program cannot be guaranteed, since your results are solely based on your personal commitment, effort and investment into this program.

## **4.0 REFUNDS**

No refunds of any kind will be issued for the Program, including deposits or partial payments.

## **5.0 LIFETIME ACCESS**

### **The Program Components**

While enrolled in the Living In The No Transformational Journey, you will have unlimited access to all of the program components including--

- The Members only Content Hub
- The private program Facebook group
- Any support provided inside the private program Facebook group

After you complete the program, you will continue to have unlimited access to these program components.

### **Program Updates/Add-Ons**

Periodically, we will update the content hub with additional resources and some helpful bonus content. As a paid member of the program, as well as after you complete the program, you will have unlimited access to these additional resources and bonus content.

### **VIP Private Coaching**

If you invested in VIP Private Coaching as part of this program and would like to continue that level of support after you complete the program, then you will have an opportunity to discuss this further in detail with Roz during your Program Wrap-up Call.

If you did not invest in VIP Private Coaching as part of this program and are interested in private coaching after you complete the program, then you also will have an opportunity to discuss this in detail with Roz during your Program Wrap-up Call. No new or ongoing private coaching engagements separate of the support provided inside the private program Facebook group will be offered unless a new private coaching agreement is signed by you and Roz Kincaid.

### **Discontinued Access**

If you request and receive a refund, a payment is declined (see Section 7.0), or if you withdraw or cancel your membership from the program, then you will no longer have



access to any of the program components, additional resources or bonus content, or private coaching effective on the date your refund is issued to you, the 5th day of non-payment (see Section 7.0), and the date of your notification to withdraw or cancel your membership from the program.

## **6.0 VIP PRIVATE COACHING CALL CANCELLATIONS, LATE ARRIVALS AND NO-SHOWS**

### **Cancellations**

As outlined in your Client Agreement, all VIP Private Coaching Sessions must be completed within the 12-week timeframe of the program. If you need to cancel or reschedule any private coaching session while in the program, give a 24-hour notice prior to your scheduled session. Canceling and rescheduling your sessions can be done directly from your appointment confirmation email sent from Acuity Scheduling.

### **Late Arrivals and No-Shows**

Everyone's time and energy is valuable. If you are more than 15 minutes late for your VIP Private Coaching Session without notification, then your session will be marked as a no-show and canceled. You will receive notification from Acuity Scheduling of your no-show and canceled session. You are more than welcome and encouraged to schedule a new session at a time that's available and convenient for you but falls within the 12-week timeframe of the program. Also, if you arrive late to your session, then the length of your session will be shortened by the amount of time that you are late.

### **Forfeitures**

Clients are expected to use their VIP Private Coaching sessions within the 12-week timeframe of the program. This will only benefit you in the long run. In special cases, this condition may be altered, but you are usually required to honor the commitment you made at the time of purchase.

Additionally, if you are a no-show without notification on 2 occasions, then your VIP Private Coaching sessions will be automatically forfeited without any refund.

When in doubt, communication is key. Email ([hello@rozkincaid.com](mailto:hello@rozkincaid.com)) or message Roz in the private program Facebook group if you think you will be late or unable to attend your private coaching session.

## **7.0 DECLINED PAYMENTS**

If a payment is missed, you will have 5 business days to bring your account into good standing after the declined payment. If the account is not brought into good standing within 5 business days, your access to the program and all components will be denied until the account is brought into good standing.

## **8.0 OFFICE HOURS AND CUSTOMER SERVICE**

In addition to the support in the private program Facebook group, Office Hours for customer service and support while you are enrolled in the program are available Monday - Friday, 9 a.m. to 5 p.m. US/Canada Eastern Standard Time. All US holidays will be observed and office hours will be closed on those days. In addition, Office Hours may be closed in the event of an emergency. If that should be the case, then a notification will be sent via email as well as a post made in the private program Facebook group. Office hours can be used to discuss private issues preventing you from continuing the program, technical issues, payment issues, etc. Please utilize the private Facebook group, group coaching calls, and the VIP Private Coaching Sessions to discuss blocks and challenges that may arise as you work through the program.

## **9.0 COMPLAINTS AND COMMUNICATIONS**

If during your time in the program you have any complaints, grievances or concerns, please consider submitting a Feedback Form [here](#) so that we can set aside a time to discuss with you the issues you're having and work together to come up with a solution that works best for all parties involved. Roz or someone from her team will follow-up with you via email or phone 2 business days after your [Feedback Form](#) submission.