

Participant Agreement & Waiver

Please read this agreement carefully before purchasing or participating in the Lean Clean Reset programme.

By signing below, I confirm that I have read, understood, and agree to the following terms and conditions:

1. Programme Access

The Lean Clean Reset is a digital programme delivered via WhatsApp. Once your booking has been confirmed, you must provide a valid mobile phone number so you can be added to the WhatsApp group before the programme begins. Access starts on the scheduled start date, and it is your responsibility to ensure you are available and ready to participate.

2. Non-Refundable Policy

Due to the digital nature of this service, all payments are strictly non-refundable. Once your place has been secured, resources, administration and programme access are allocated specifically to you. Refunds will not be issued for change of mind, scheduling conflicts, failure to participate, failure to join the WhatsApp group, failure to complete the programme, personal commitments or loss of interest.

3. Exceptional Circumstances

In exceptional circumstances only, such as serious illness or injury, bereavement (death of an immediate family member), or another significant unforeseen emergency, we may, at our sole discretion, transfer your place to the next available Lean Clean Reset cohort free of charge. Supporting evidence may be requested.

4. Communication Responsibilities

All programme information will be sent via email and/or WhatsApp. It is your responsibility to regularly check your inbox and your junk/spam folder, respond promptly to requests, provide a valid phone number before the programme starts, and complete all onboarding requirements. Emails being filtered into junk or spam folders do not transfer responsibility to Lean Clean Reset and do not constitute grounds for a refund, transfer or complaint.

5. Failure to Complete Onboarding

If you fail to return this signed agreement, provide your WhatsApp contact details, or respond to onboarding communications before the stated deadline, your place may be forfeited. Any forfeited place due to incomplete onboarding is not eligible for a refund or transfer.

6. Health Disclaimer

The Lean Clean Reset provides general education, motivation and healthy lifestyle guidance only. It is not medical advice and does not replace advice from a qualified healthcare professional. You participate voluntarily and accept responsibility for your own health and wellbeing.

Participant Declaration

- ☐ I confirm that I have read and understood this agreement in full.
- ☐ I understand that the Lean Clean Reset is a non-refundable digital programme.
- ☐ I understand that failure to complete the onboarding process, respond to communications, or check my email (including junk/spam folders) may result in the loss of my place without refund.
- ☐ I agree to all of the terms and conditions outlined above.

PARTICIPANT NAME

PHONE NUMBER

EMAIL ADDRESS

DATE

SIGNATURE

This agreement forms part of your enrollment in the Lean Clean Reset programme. Please retain a copy for your records.