

# Soul Biz Planning + Website Terms & Conditions

## Introduction

Hello!

My website, [connectedmarketing.com.au](http://connectedmarketing.com.au) is owned and operated by Natasha Berta; ABN 50324648730.

If you have any questions or need further information, please contact:

Natasha Berta

[natashaberta@me.com](mailto:natashaberta@me.com)

This document sets out the Terms and Conditions you need to be aware of when using my website and purchasing my service: Group Program.

Please take a moment to read them, as they set out your important rights and obligations, and I care about making sure we both know where we stand. When you visit this website and purchase my group program you agree that you are over the age of 18 and willing to be bound by these Terms and Conditions. If you don't accept this agreement, you should not continue to visit this website or purchase from me.

All products and services advertised on this website are offered in compliance with Australian Consumer Law.

## General Disclaimer

On this website you will find blog posts and articles. This information is provided solely for the purpose education and personal development as an online businesswoman and female entrepreneur.

### MY RIGHTS & RESPONSIBILITIES

I take lots of care to provide valuable information but I cannot be responsible for the use that you make of that information.

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Please be aware that the generalised information I provide on marketing and business growth is never a substitute for specialist advice tailored to your individual and unique business circumstances.

There is no professional relationship formed between us unless you explicitly choose to work with me by purchasing my services or products.

Any testimonials and promised results I may display on this website are based on my experience and those of my previous clients. They are not guarantees that anyone else will achieve the same results.

I may modify this information provided on this website at any time, including altering or deleting it without notice.

## VISITOR RESPONSIBILITIES

It is your responsibility to make independent enquiries before deciding that any information provided on this website applies to your circumstances.

I recommend that you seek financial, legal or other professional advice before acting on the information I provide, to ensure your own business and personal success.

## DOWNLOADS

There are some pdfs and spreadsheets available for download on this website. While all care has been taken to maintain this website, updated and free of bugs and viruses, I am not responsible for viruses or any other damage which might occur as a result of downloading material from this site.

## EXTERNAL LINKS

There are links to other websites on this website. I do try to only share links to websites that I 100% believe in, however if you go to one of the external links displayed here, I am not responsible for the content of any external sites that may be linked.

## THIRD PARTY ADVERTISEMENTS

There are some links to other businesses on this website. Some are affiliate links and some are links to other online tools that I believe in. However, I am not responsible for the content of any other businesses that are displayed and I have no part in or responsibility for any transaction entered into between the you and the advertiser.

## Specific Disclaimer

This disclaimer relates to Soul Biz Planning. This process consists of:

- (i) 5 step-by-step videos

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(ii) 5 step-by-step audios

(iii) 3 accompanying workbooks

Once you pay, please allow up to 48 hours for access to the materials.

I provide strategy and mindset support, done for you marketing services, accountability, inspiration, business growth tips/support and marketing tips/support.

My intention in offering this service is to help business women achieve consistency and grow their business. I hope to share a system to grow their audience. I do this because I have seen other clients grow their audience and make more sales and I know that most business women want more sales.

### MY RESPONSIBILITY

I have a Bachelor of Commerce with majors in marketing. I have been supporting women in online business since October 2015. My responsibility is to show up on live calls in an energetically wholesome state where I can support business women to grow their business, deliver their marketing and reach a larger audience. This is based on my own business strategies and the strategies I use with my 1-1 clients. I also take responsibility to stay as up to date as possible with the marketing tools I am teaching, to be kind and to look after my physical needs so that I can deliver a high quality service.

### YOUR RESPONSIBILITY

Please ensure you are seated comfortably during our calls and that you have plenty of water and fresh air before and during calls. Your wellbeing is your responsibility and your business can not grow if you are not looking after your self.

### PROBLEMS

This package is intended as a support service to growing your business. Your business situation will not change if you keep taking the same actions you were in the past. Your actions need to change for your results to change.

I know from experience that these changes can happen in a sustainable way, gradually, over time and with loving support. All you need to do is have clarity about what you want to achieve and some insights from your actions in the past. If you show up and take consistent action, your business will grow and change. Come to calls. Ask questions. Decide on action steps and take those actions. Report back to us and then go again.

My main concerns with the VIP Package are that sometimes in a change process I see these patterns:

Abdicating responsibility

Not showing up

Old patterns that are challenging to shift

Ingrained resistance

These patterns worry me because I really want to see you succeed but these patterns are outside my control. You need to commit to the choice for change. I cannot make it happen for you.

### SUITABILITY

This package is best suited to a smart woman who can get things done. You are great at what you do and have some ideas about marketing but you get lost in the noise and “should do’s” of the online marketing industry. You can get things done once you have clarity and purpose.

This package is not for you if you want me to fix all of your problems without taking responsibility and if you can’t respect my personal boundaries around work hours and contact methods.

My preferred contact method is email. You will also get to speak with me on calls. My work hours are 10am to 3pm, Monday to Friday, Sydney timezone.

## Intellectual Property

There is no part of this website that is copyright or trademarked. The business name Connected Marketing AU is a registered business name with the Australian Government Business Registration Service (BRS).

While none of the content and services are copyright or trademarked I wonder why you would want to use my content as your own? If you choose to do so, you may like to link back to this site, or perhaps we can have a chat and collaborate on a course or masterclass together.

I hope that you find joy and delight in your unique talents and gifts and choose to share them with the world.

## Payment Terms

### FORMS OF PAYMENT

I gladly accept PayPal & credit card payment however my preferred method is direct bank transfer. My bank details will be shared with you in my invoice to you.

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### PAYMENT PLANS

I am happy to discuss payment plans if you require that. The Group Program is intended to be affordable so perhaps no payment plan is required. But please do get in touch with me if you require a payment plan.

### SECURITY POLICY

I accept online payments. This website has an SSL certificate which encrypts (scrambles and codes) your details for security protection. I use the third-party providers Stripe and PayPal. I do not keep a record of your credit card details.

## Delivery

### DELIVERY

Generally, I deliver services to my clients via Zoom calls and email liaising. I use LiveWebinar for Group Program calls and Course calls.

I do sometimes see local clients face to face in my home office. You will be given details of the home office address before our meeting if we agree to a home office meeting.

### Zoom for 1-1 meetings including website meetings

We will meet in a Zoom meeting room.

This can be accessed on your computer or smartphone. Laptop or desktop is recommended.

You can access it directly via a link that I will provide before our meeting. I usually pop it in a calendar invite (Google Calendar) and email it to you directly.

If you are not familiar with Zoom, I suggest you watch this video on how to join the meeting.

YouTube vid: [https://www.youtube.com/watch?v=vFhAEoCF7jg&mc\\_cid=86c54cd98b&mc\\_eid=7c65cdd3f1](https://www.youtube.com/watch?v=vFhAEoCF7jg&mc_cid=86c54cd98b&mc_eid=7c65cdd3f1)

If you have any questions in the meantime please get in touch with me at:  
natashaberta@me.com

I will generally create the Zoom meeting that we can attend.

If there is a no-show by you, the client, I will consider a reschedule depending on the circumstances.

If I have a problem and can't be there I will create a new time for us to meet.

If you have specific website pages, social media presence or other digital assets you'd like me to view prior to the meeting, please email them over to me for review.

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Please ensure you have correct log ins handy for any online tools we will need during the meeting such as websites, email software and social media.

I will be all yours for the time we are together and most things can be resolved in the actual call.

## Returns Policy

### VIP Package

#### CHANGE OF MIND

If you change your mind about purchasing and commencing the VIP package, I offer a full refund if you notify me in writing of your decision within 14 days of the first call. You must immediately delete or destroy any copies of course content and other program materials that you have made in whatever format.

If it has been more than 14 days since the first live call, you are no longer entitled to a full refund if you change your mind. Please contact me to discuss whatever problem you are having with the VIP Package and I will attempt to negotiate a win/win solution.

## Consumer Guarantees

### MINOR PROBLEM

A minor problem with my product or service is one that can be easily fixed. I would love to fulfill my obligation fix the situation free of charge within a reasonable time. You can simply contact me at [natashaberta@me.com](mailto:natashaberta@me.com) with details of the fault and I will do everything in my power to remedy the issue.

Minor problems may include and are not limited to:

A PDF that refuses to open

A link that expires while your internet is down

A course platform you can't access

A link to a video that doesn't work

A password protected website page you can't access

The internet cutting out half-way through a call

I am ill and unable to attend a scheduled meeting

You are ill and unable to attend a scheduled meeting

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Note, if an illness continues for a considerable time, this could become a major problem.

Please simply contact me immediately if you feel there are minor problems with my products and services so I can set things right as soon as possible. If I am unable to fix the problem I will consider a refund if you desire. I am also happy to chat with you to find a win win situation for us both. Please book a chat with me if you are having problems with a service or course here: <https://connectedmarketing.com.au/30-minute-freebie-chat/>

### MAJOR PROBLEM

A major problem is one that would have prevented you from purchasing if you had known about it in advance, where a product or service is unfit for its stated purpose and cannot easily be fixed within a reasonable time, is significantly different from the sample or description, is unsafe or creates an unsafe situation or where you have told me you want to achieve a certain result and the product or service fails to achieve that result or cannot achieve it within a reasonable time.

When a service has a major problem, you are entitled to choose what happens next. You can choose to:

- cancel the contract and demand a refund;
- seek compensation for the difference between the price paid and the services actually provided.

Refunds will exactly match the amount paid and be provided in the same form (eg via Paypal, direct deposit, cash etc).

If you find that you have a major problem with my product or service and demand a refund you can contact me via email with details of the problem.

I will take up to 7 days to consider your request. I will notify you of my preference for resolution.

If we do not agree we would attempt a face to face meeting. You can find a time for that meeting here: <https://connectedmarketing.com.au/30-minute-freebie-chat/>. That meeting would be a maximum of 30 minutes on Zoom where we could attempt to find a win-win arrangement to suit us both. If that is not achievable I would progress to find suitable mediation as per the Dispute Resolution information below.

If you cancel a contract for service by telling me, either verbally, in writing or by any other means you are entitled to a refund but you may not be entitled to a full refund. The amount you are entitled to depends on whether some or all of the services paid for were unsatisfactory or not provided.

## Visitor Information

### RESPECTFUL COMMUNICATION

You are allowed to submit comments on blogs on this website. You are also welcome to participate in group discussions in the private Facebook group. Please ensure you are kind and respectful in your communications on both of these online spaces. I reserve the right to delete unacceptable comments because they are rude, offensive or for any other reason.

## Jurisdiction & Dispute Resolution

### JURISDICTION

Connected Marketing AU is located in New South Wales. This agreement is subject to the governing law of New South Wales

### NEGOTIATION

If you have any issue or complaint arising out of your use of this website or these terms and conditions, you and Connected Marketing AU agree to make a genuine effort to resolve the dispute through negotiation and discussion.

### MEDIATION

If we are unable to resolve a dispute by negotiation and discussion within 14 days, the parties must proceed to mediation with the assistance of an accredited mediator who is independent of the parties. The mediator is to be appointed by agreement of the parties or, failing agreement within twenty-one (21) days of the first notification of the dispute, by a person appointed by the Chair of Resolution Institute, (ACN 008 651 232, Level 2, 13-15 Bridge Street, Sydney NSW 2000; telephone: 02 9251 3366, email: infoaus@resolution.institute) or the Chair's designated representative. The Resolution Institute Mediation Rules shall apply to the mediation. We agree to share the costs of mediation equally between us.

### LITIGATION

It is a condition precedent to the right of either party to commence litigation other than for interlocutory relief that it has first offered to submit the dispute to mediation. Litigation is to be considered a last resort and may not be commenced until, in the opinion of the independent mediator, the potential for negotiation and mediation have been exhausted.