

Breaking Burnout

Program Terms and Conditions

1. Introduction

Welcome to *Breaking Burnout*, an 8-week holistic program designed to help high-performing professional women, including corporates, business owners, and entrepreneurs, address fatigue, mood imbalances, weight gain, and recovery from Burnout.

Breaking Burnout (the "Program") was created by Lauren Glucina, a qualified Naturopath with a Bachelor of Natural Medicine, an Advanced Diploma in Nutritional Medicine, and a Certificate in Health Coaching. Drawing from her extensive training and personal experience with Burnout and ME/CFS, Lauren offers a holistic approach that combines dietary, lifestyle, mindset, and supplemental advice to support participants in their journey towards better health and well-being.

By enrolling in the Program, you agree to the following Terms and Conditions. Please read them carefully before participating.

2. Contact Information

Lauren Glucina
Naturopath, Creator of Breaking Burnout
Email: hello@laurenglucina.com

3. Eligibility

Breaking Burnout is designed for:

- High-performing professional women, including corporate employees, business owners, and entrepreneurs.
- Participants must be at least 18 years old and in good health.
- If you have pre-existing medical conditions, are pregnant, breastfeeding, or are on medications, we strongly recommend that you consult with a healthcare professional before starting the Program.

4. Program Overview

Breaking Burnout is an 8-module holistic program that is self-paced and designed to help participants recover from Burnout, restore mental clarity, and regain physical and emotional balance. The Program includes:

- Video modules with downloadable slide decks and PDF workbooks summarising video content.
- Educational resources such as journal prompts, exercises, and recipes.
- Group coaching Q&A sessions via Kajabi's platform are recorded and available for replay.

5. Program Delivery

The Program will be delivered through Kajabi's platform with the following features:

- Pre-recorded video modules are accessible at any time.
- Downloadable workbooks and slides for each module.
- Live Q&A sessions will be recorded and hosted on Kajabi.
- Email communication,
- private Kajabi community, and
- support channels for participants.

6. Qualifications and Advice

- 6.1 The content provided in *Breaking Burnout* is intended to educate participants. It is not a substitute for personalised healthcare or professional advice.
- 6.2 While the Program may involve health-related recommendations, participants must consult with a healthcare provider to ensure that their circumstances are suitable.

7. Program Outcomes

Participants can expect to achieve the following outcomes from the Program:

- Sustained energy,
- balanced moods,
- mental clarity,
- body confidence, and
- Tools and techniques to better manage stress in the future.

8. Health Disclaimer

8.1. General Disclaimer:

By enrolling in *Breaking Burnout*, you understand and agree

- 8.1.1 This Program provides educational content intended to guide you on your journey towards better health and well-being.
- 8.1.2 The advice provided is not a substitute for personalised healthcare, diagnosis, or treatment.
- 8.1.3 The content is for general informational purposes only.
- 8.1.4 While the Program may involve health-related recommendations such as dietary changes, lifestyle modifications, and supplement suggestions, you must consult with a qualified healthcare provider before implementing any advice, especially if you are pregnant, breastfeeding, dealing with pre-existing medical conditions or are currently taking prescription medications.

8.2. Specific Disclaimer Regarding Content:

8.2.1 Dietary, Lifestyle, and Supplement Recommendations:

- 8.2.1.1 The Program includes advice on nutrition, supplementation (e.g., herbs, vitamins), lifestyle changes (e.g., exercise, self-care), and mindset.
- 8.2.1.2 All advice is intended for educational purposes only and may not be suitable for everyone.
- 8.2.1.3 Please consult with your doctor, naturopath, or another healthcare provider before following any recommendations, particularly if you are currently undergoing treatment, taking medications, are pregnant or breastfeeding, or have a medical condition.

8.3. Pathology and Lab Testing:

- 8.3.1 The Program features content related to the assessment of health markers and may include suggestions for lab tests or pathology.
- 8.3.2 This information is educational and not intended to diagnose or treat any medical conditions.
- 8.3.3 Any pathology-related recommendations should be discussed with your healthcare provider to ensure proper interpretation and appropriateness for your situation.

8.4. Supplements and Products:

- 8.4.1 Some modules may recommend specific supplements, products, or brands (e.g., protein powders, herbal supplements).
- 8.4.2 Lauren Glucina is not affiliated with the manufacturers of these products unless otherwise stated (e.g., for affiliate-linked products).
- 8.4.3 Any purchases made by participants are at their own risk, and Lauren Glucina is not liable for any reactions, complaints, or issues arising from the use of third-party products.
- 8.4.4 If any issues arise, participants should address them directly with the product supplier.

9. Results Disclaimer

- 9.1 While *Breaking Burnout* by Lauren Glucina is designed to provide comprehensive support for high-performing professional women dealing with Burnout, mood imbalances, fatigue, and weight gain, results may vary from participant to participant.
- 9.2 The outcomes of this Program depend on a wide range of factors, including but not limited to the following:
- a. **Individual Health Status:** Each participant's physical, mental, and emotional health conditions, such as pre-existing illnesses, medications, or stress levels, may impact how effectively they respond to the strategies and recommendations provided in the Program.
 - b. **Commitment and Participation:** Success in the Program is influenced by the participant's active engagement, willingness to follow the Program's recommendations, and consistency in implementing the suggested changes. The tools, resources, and recommendations in the Program are most effective when applied regularly and as instructed.
 - c. **Adherence to the Program:** The Program provides guidance and support through educational content, worksheets, exercises, and group coaching. Participants' results will depend on how thoroughly they follow the prescribed steps, complete the workbooks, and participate in the live Q&A sessions. Missing key components of the Program or incomplete participation may limit the outcomes.
 - d. **Lifestyle and Environmental Factors:** Lifestyle factors outside the scope of the Program, such as work environment, family life, and social relationships, can influence how a participant's body responds to the Program's strategies. External stresses may also affect progress and results.
 - e. **Medical Advice:** Any dietary, supplemental, or lifestyle recommendations provided in the Program are educational in nature and are not a substitute for medical advice or treatment. We strongly encourage participants to consult with a healthcare provider before implementing any new health strategies, particularly if they are pregnant, breastfeeding, or taking prescription medications.
 - f. **Time Frame for Results:** Depending on the individual's unique circumstances, the timeline for achieving specific results, such as increased energy levels, improved mood balance, or weight loss, may vary. Some participants may experience significant improvements in a relatively short time, while others may take longer to see noticeable changes.
 - g. **Emotional and Mental Health:** The Program offers resources for managing mental well-being and stress, but it is not designed to treat or replace professional mental health care, such as therapy or counselling. If you are currently experiencing severe emotional or mental health conditions (e.g., depression, anxiety, trauma), it is essential to seek advice from a qualified mental health professional.
- 9.3 **No Guarantees of Specific Results:**
- 9.3.1 The Program offers valuable tools and strategies for managing Burnout, stress, and health imbalances, but we do not guarantee specific outcomes or results.
 - 9.3.2 Participants should approach the Program with realistic expectations and an understanding that the results will vary based on individual circumstances.

10. Program Access

- 10.1 By enrolling in *Breaking Burnout* by Lauren Glucina, participants are granted lifetime access to the program content, including videos, workbooks, worksheets, and other resources (the "Program Materials"). Lifetime access means ongoing access to these materials as long as they remain available, subject to the following conditions:
- a. **Platform Availability:** Access is provided through Kajabi, our course hosting platform. If Kajabi ceases to operate or we transition to another platform, access may be impacted. We will make reasonable efforts to notify you and offer an alternative solution, but continued access is not guaranteed if the platform is discontinued.
 - b. **Program Availability:** We reserve the right to modify, update, or remove Program Materials at any time. While we will notify you of significant changes or updates, we do not guarantee that all content will be maintained indefinitely. If the Program is discontinued or content is

significantly altered, we will provide access to updated materials for a reasonable period, but future updates or content availability are not guaranteed.

11. Intellectual Property

11.1 Ownership of Program Content:

- 11.1.1 All materials provided in **Breaking Burnout by Lauren Glucina**, including but not limited to videos, workbooks, slide decks, worksheets, audio recordings, and any other content or resources (collectively referred to as "Program Materials"), are the intellectual property of **Lauren Glucina** and are protected by copyright law and other intellectual property laws.
- 11.1.2 These Program Materials remain the exclusive property of Lauren Glucina, and no rights are transferred to you except for those expressly granted under these Terms and Conditions.

11.2 License to Use Program Materials:

- 11.2.1 Upon enrolment in the Program, you are granted a **limited, non-transferable, non-exclusive license** to access and use the Program Materials solely for personal, non-commercial purposes.
- 11.2.2 This license is granted for the duration of your enrolment in the Program. It may be revoked if you breach any of the terms outlined in these Terms and Conditions. This means that you may use the materials for your personal education, participation in the Program, and improvement of your health and well-being, but you are not permitted to share, distribute, or sell the Program Materials.

11.3 Restrictions on Use:

As part of the license granted to you, the following activities are **prohibited**:

- **Reproduction:** You may not copy, reproduce, or distribute the Program Materials, in whole or in part, by any means or in any form, including electronically or through printed copies, without express written permission from Lauren Glucina.
- **Modification:** You may not modify, adapt, translate, or create derivative works based on the Program Materials, including content that is part of the course or program modules, without express written permission.
- **Commercial Use:** You are not authorised to use the Program Materials for any commercial purpose. This includes reselling, sublicensing, or using the content in any way that could generate a profit (e.g., selling the content, using it in your own courses, or creating a competing product).
- **Sharing with Third Parties:** You are prohibited from sharing, distributing, or transferring access to the Program Materials with others. This includes sharing your login credentials or allowing non-participants to access the course content.

11.4 Third-Party Content:

- 11.4.1 In certain instances, the Program may include references or links to third-party content (such as products, services, or materials) or may involve collaboration with third-party content creators.
- 11.4.2 Unless otherwise stated, such third-party content is provided for informational purposes only. Lauren Glucina does not claim ownership or control over these materials.
- 11.4.3 Any use of third-party materials must comply with the applicable licensing agreements, and you are responsible for ensuring that you have the appropriate rights to use such third-party content.

11.5 Use of Testimonials and Feedback:

- 11.5.1 By participating in the Program, you acknowledge that any feedback, suggestions, or testimonials you provide regarding the Program may be used by Lauren Glucina for marketing, promotional, or business purposes.
- 11.5.2 You grant Lauren Glucina the right to use any feedback or testimonials you provide in promotional materials, including on the Program's website, social media accounts, or other marketing platforms.
- 11.5.3 If you wish to remain anonymous or prefer not to have your feedback used publicly, you must notify Lauren Glucina in writing.

11.6 No Transfer of Ownership:

Except for the limited rights explicitly granted to you under these Terms and Conditions, you do not gain

any ownership or other intellectual property rights in the Program Materials, or any content related to the Program. All ownership rights remain with Lauren Glucina.

11.7 Copyright Notice:

16.2.1 All Program Materials are protected by copyright, and all rights not expressly granted to you are reserved by Lauren Glucina.

16.2.2 Unauthorised use of the Program Materials may result in legal action to enforce these rights.

12. Refund Policy

12.1 Refund Eligibility:

Participants are entitled to request a refund if they are dissatisfied with the Program, subject to the following conditions:

a. 30-Day Money-Back Guarantee:

A **30-day money-back guarantee** is available starting from the date of purchase. If you are not satisfied with the Program for any reason, you may request a full refund within 30 days of enrolment.

b. To qualify for a refund, you must submit a refund request to **hello@laurenglucina.com** within 30 days of your initial purchase. After 30 days, no refunds will be provided.

12.2 Refund Process:

12.2.1 All refund requests must be submitted via email to **hello@laurenglucina.com**. Please provide details of your request, including your name, order number, and reason for seeking a refund.

12.2.2 Refunds will be processed using the original payment method used for the purchase.

12.3 Administrative Fee:

12.3.1 A **reasonable administrative fee** may apply to refunds.

12.3.2 This fee is designed to cover the administrative costs of processing the refund and follows **New Zealand Consumer Law**.

12.3.3 The fee will be disclosed to you in advance and deducted from the refunded amount.

12.3.4 The fee is intended to reflect the actual costs incurred by the business in processing refunds and should not exceed those costs.

12.4 New Zealand Consumer Law:

12.4.1 In accordance with **New Zealand Consumer Law**, participants are entitled to a remedy (refund or replacement) for a product or service that fails to meet acceptable quality standards, is not fit for purpose, or is not as described.

12.4.2 If you believe that the Program fails to meet these standards, you are entitled to seek a refund under these consumer rights, subject to the above terms.

12.4.3 Please contact us at **hello@laurenglucina.com** if you have any concerns about the program content or wish to request a refund under New Zealand Consumer Law.

13. Payment Terms

13.1 Pricing:

The cost of **Breaking Burnout by Lauren Glucina** is as follows:

- **Full Price:** USD 347
- **Special Discount for Current Clients:** USD 150

13.2 Payment Method:

13.2.1 Payments will be processed through **Stripe**.

13.2.2 You must complete full payment at the time of enrolment to gain access to the Program.

13.3 Currency:

Prices are listed in **USD** and do not include **GST**.

14. Certificate of Completion

Participants who complete the course will receive a Certificate of Completion as an acknowledgment of their commitment to the Program.

15. Program Modifications

Lauren Glucina reserves the right to update or modify the course content and recommendations as new research or products become available. Participants will be notified of significant changes.

16. Limitation of Liability

16.1 General Limitation of Liability:

- 16.1.1 By enrolling in and participating in the *Breaking Burnout* by Lauren Glucina program, you acknowledge and agree that the Program, its content, and any materials provided are intended for educational purposes only.
- 16.1.2 While we make reasonable efforts to provide accurate and helpful information, Lauren Glucina and the Breaking Burnout program make no guarantees or warranties regarding the specific outcomes or results you may experience.

16.2 Limitation of Responsibility:

- 16.2.1 To the fullest extent permitted by law, Lauren Glucina, the Breaking Burnout program, and its affiliates, employees, contractors, and agents will not be held liable for any direct, indirect, incidental, special, consequential, punitive, or exemplary damages, including but not limited to damages related to:
 - a. Health complications or physical injury, emotional distress, or mental health issues arising from the use of the Program's content or strategies.
 - b. Any adverse effects resulting from implementing the dietary, lifestyle, and supplementation advice provided within the Program, especially if you have pre-existing medical conditions, are taking medications, or have any other health-related concerns.
- 16.2.2 By enrolling in this Program, participants agree to hold Lauren Glucina and Breaking Burnout harmless for any loss, damage, or health issues arising from the use of the information provided in the Program.

17. Dispute Resolution

If any dispute arises, participants should first attempt to resolve it by emailing hello@laurenglucina.com. If resolution is not possible, legal disputes will be governed by the laws of New Zealand, and mediation or arbitration will be used to resolve conflicts.

18. Governing Law

These Terms and Conditions are governed by the laws of New Zealand.

By enrolling in the Program, you confirm that you have read, understood, and agree to these Terms and Conditions.