17 COACHING

Event Terms and Conditions

Reviewed: 15 November 2026

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY. By registering for, accessing or participating in an event organised by 17 Coaching, you agree to these terms and conditions (Terms). If you do not agree, do not complete your registration or participate in the event.

These Terms apply to free and paid webinars, workshops, coaching and professional development sessions (individual or group), in-person events, online events, and hybrid events and any other services offered by 17 Coaching, (each an Event), unless event-specific terms are provided. If event-specific terms are inconsistent with these Terms, the event-specific terms apply to the extent of the inconsistency.

In these Terms, "17 Coaching", "we", "us" and "our" means 17 Coaching, being Lorraine Donachie t/as 17 Coaching, ABN: 16 632 389 550. "You" or "Participant" means the person registering for or participating in an Event.

1. Registration and acceptance

1.1 Registration is personal to the individual named in the registration and is not transferable without our prior written approval.

1.2 You must provide accurate and complete registration information and promptly update us if your contact details change.

1.3 Registration is confirmed when we issue a confirmation or otherwise notify you that your place is secured. For paid Events, a place may be conditional on payment being received in full by the stated due date.

1.4 We may decline or cancel a registration at our sole discretion where reasonably necessary, including where capacity is reached, information supplied is materially inaccurate, payment is not made when due, or we reasonably consider that participation may compromise the safety, wellbeing or experience of others.

1.5 If an Event has eligibility requirements, limited places or prerequisites, these will be described in the event information. You are responsible for checking that the Event is suitable for you before registering.

2. Event format, access and participant responsibilities

2.1 The Event information or registration confirmation will identify the intended format, date, time, duration, platform or venue, and any specific participation requirements.

2.2 For an online or hybrid Event, we will provide joining instructions and, where applicable, a meeting link. You must not share your unique joining link or access credentials with another person.

2.3 You are responsible for having a suitable device, software, internet connection, audio equipment and a reasonably private environment to participate in an online Event. You should allow sufficient time to access the platform before the scheduled start.

2.4 Whilst you are responsible for your own participation choices, including whether to use your camera, microphone, chat, breakout rooms or other interactive features, you are strongly recommended to fully participate and follow the instructions given by the facilitator. This will ensure you gain the maximum benefit from the event.

2.5 For an in-person Event, you must comply with reasonable directions relating to venue access, safety, security and use of facilities.

2.6 We may change the online platform or venue at our sole discretion where reasonably necessary. We will notify registered Participants of material changes as soon as reasonably practicable.

3. Participant conduct and removal

3.1 Participants must behave respectfully and professionally and must not engage in conduct that is unlawful, threatening, harassing, discriminatory, abusive, offensive, intimidating or materially disruptive.

3.2 Participants must not use an Event to advertise or solicit for any products or services, distribute any promotional material, collect other participants' contact details without permission, or disrupt the learning experience.

3.3 We may at our sole discretion mute, restrict, remove or refuse access to a Participant whose conduct breaches these Terms or whose continued participation we reasonably consider inappropriate or disruptive. Where reasonably practicable, we may give a warning first, but we may act immediately where necessary.

3.4 If a Participant is removed for a breach of these Terms, any refund will be assessed in accordance with the applicable event-specific cancellation terms and Australian Consumer Law. Nothing in this clause excludes a right or remedy that cannot lawfully be excluded.

4. Intellectual property and permitted use

4.1 All intellectual property rights in materials created, presented, supplied or made available by or on behalf of 17 Coaching for an Event remain with 17 Coaching or the relevant third-party rights holder. This includes presentations, slides, written content, workbooks, worksheets, exercises, coaching frameworks, models, methodologies, videos, audio, graphics, templates, tools and other educational resources (Event Materials).

4.2 Registration for or participation in an Event does not transfer ownership of any intellectual property to you.

4.3 Unless we give you prior written permission, you may use Event Materials only for your own personal learning and development. You must not:

- record, photograph, screenshot, copy, reproduce or transcribe any part of an Event or Event Materials, except where we expressly permit this;
- publish, upload, distribute, sell, licence, share or otherwise make Event Materials available to another person or organisation;
- modify, adapt, translate, create derivative works from, or incorporate Event Materials into your own products, services, presentations, workshops, courses or training resources;
- use our coaching frameworks, methodologies, exercises or proprietary resources to provide services, train others or develop commercial offerings;
- upload Event Materials, recordings, transcripts or other content from an Event to an artificial intelligence tool, generative AI system, public repository, file-sharing service or other third-party platform without our prior written permission; or
- remove or alter copyright notices, attribution, watermarks or other proprietary notices.

4.4 You may not use our business name, logos, trade marks or branding except with our prior written permission.

4.5 If we provide a resource expressly for personal use, you may download or print it for your own use, but you must not distribute or commercially exploit it.

4.6 Unauthorised use may result in access being withdrawn and may lead to further action to protect our intellectual property rights. This clause does not restrict any use permitted by law, including applicable copyright exceptions.

5. Recording, photography and event content

5.1 We may record all or part of an Event for purposes such as providing an educational replay, quality assurance, administration, facilitator review or other purpose identified to Participants before recording begins.

5.2 Where an Event will be recorded, we will take reasonable steps to tell Participants before or at the commencement of the recording and explain, where relevant, which parts of the Event are being recorded and how the recording will be used.

5.3 A recording may capture the facilitator's presentation, voice and image and, depending on the format and settings, a Participant's name, image, voice, chat messages, questions or other contributions.

5.4 Participants must not independently record, photograph, screenshot, livestream, reproduce or distribute any part of an Event, including other Participants' contributions, without our prior written permission.

5.5 We will determine whether an Event is recorded and whether any recording, transcript, slides or other materials are made available after the Event. Unless expressly stated in the event information or otherwise agreed in writing, there is no guarantee that a recording or supplementary materials will be provided.

5.6 If a recording is made available, access may be limited by time, eligibility, password or other conditions notified by us. You must not download, copy, share or redistribute a recording unless we expressly permit this.

5.7 If you do not wish to be recorded or visible or audible in a recording, advise the facilitator, where online use available options such as keeping your camera off, remaining muted and using private channels to contact the facilitator. If you need an alternative way to participate, contact us before the Event where practicable. We cannot guarantee that all contributions can be excluded from a recording, particularly in interactive or in-person sessions.

5.8 I consent to 17 Coaching using my image, likeness, voice, name and/or contributions captured during this event in its marketing, advertising and promotional materials, including on its website, social media channels, email campaigns and promotional materials for its coaching programs, workshops and services. I understand that this consent is voluntary, that I will not receive payment for such use, and that I can withdraw my consent for future use by contacting 17 Coaching.

6. Confidentiality and respectful handling of participant information

6.1 Participants are expected to respect the privacy of others. Personal experiences, opinions, discussions, questions and contributions shared by other Participants during an Event must not be recorded, reproduced, disclosed or distributed outside the Event without the express permission of the individual concerned.

6.2 You must not disclose identifying information or personal stories about another Participant outside the Event, including but not limited to on social media, to colleagues or to other third parties, unless that person has given permission.

6.3 You should not share confidential, commercially sensitive or privileged workplace information, or identifying information about clients, colleagues, family members or other third parties, unless you have authority to do so and it is appropriate to share.

6.4 We will take reasonable steps to foster a respectful learning environment. However, we cannot guarantee that other Participants will maintain confidentiality and, to the extent permitted by law, are not responsible for disclosures made by other Participants.

6.5 To the extent permitted by law, you agree to indemnify and hold harmless 17 Coaching, its directors, officers, employees, contractors and agents (the *Indemnified Parties*) against any reasonable loss, damage, liability, cost or expense (including reasonable legal costs on a solicitor-client basis) suffered or incurred by an Indemnified Party arising directly from or in connection with:

(a) your breach of the confidentiality obligations set out in this clause 6;

(b) your unauthorised recording, reproduction, disclosure, publication or distribution of another Participant's personal information, identity, personal experiences, opinions or contributions shared during an Event; or

(c) any third-party claim, complaint, demand or proceeding arising from conduct described in paragraphs (a) or (b).

This indemnity applies only to the extent that the relevant loss, damage, liability, cost or expense was caused by your act or omission, and does not apply to the extent that it was caused or contributed to by the negligence, unlawful conduct or breach of these Terms by 17 Coaching or another Indemnified Party.

Nothing in this clause requires you to indemnify an Indemnified Party for liability that cannot lawfully be excluded or transferred under applicable law.

6.6 This clause does not prevent a disclosure required by law, a court order or a regulator, or a disclosure made to obtain professional advice where the recipient is under a duty of confidentiality.

7. Post-event resources and materials

7.1 Any recording, presentation, summary, worksheet, workbook, handout, template or other supplementary resource made available after an Event is provided at our discretion, unless the event information or a written agreement expressly states that it is included.

7.2 We may determine the type, format, content, eligibility requirements and period of access for post-event resources. For example, we may provide a recording without slides, selected slides rather than a full deck, a summary rather than a recording, or selected exercises rather than a complete workbook.

7.3 Access to post-event resources is personal to the registered Participant and subject to the intellectual property and permitted-use conditions in clause 4.

7.4 We may update, replace or discontinue access to a resource after any access period notified to you. We will not use this clause to withdraw a resource that we have expressly promised to provide for a specified period, except where reasonably necessary or permitted by law.

8. Educational content and disclaimer

8.1 Events and Event Materials are provided for general educational, coaching and personal or professional development purposes. They are not a substitute for advice or services tailored to your individual circumstances.

8.2 Unless expressly stated otherwise, content does not constitute psychological, medical, counselling, therapeutic, legal, financial, accounting or other regulated professional advice.

8.3 Participation in an Event does not establish a coaching, counselling, therapeutic or other professional client relationship between you and 17 Coaching.

8.4 You are responsible for your own decisions, actions and interpretation or application of information presented. You should seek advice from an appropriately qualified professional where your circumstances require it.

8.5 We do not guarantee any particular personal, relationship, professional or business outcome from attending an Event or using Event Materials.

8.6 Views expressed by guest speakers or Participants are their own unless expressly stated otherwise. We are not responsible for third-party statements, advice, products or services, subject to any liability that cannot lawfully be excluded.

9. Privacy and personal information

9.1 We collect and handle personal information for purposes connected with registration, administration, delivery, evaluation and follow-up of an Event, and for other purposes explained in our Privacy Policy.

9.2 Information collected may include your name, contact details, organisation, role, registration responses, questions, feedback and information you choose to share through audio, video, chat, surveys or other Event features.

9.3 We may disclose personal information to service providers/contractors who assist us to operate the Event or our business, such as online meeting platforms, registration and customer relationship management systems, email and communications providers, payment processors, website hosts and technical support providers. Those providers may handle information in Australia or overseas, depending on the service and its arrangements.

9.4 We will not provide your personal information to sponsors, exhibitors, other Participants or unrelated third parties for their own marketing purposes unless you have been told about the proposed disclosure and have provided any consent required by law, or the disclosure is otherwise authorised or required by law.

9.4 I consent to 17 Coaching sharing my personal information with sponsors, exhibitors, other Participants or unrelated third parties for their own marketing purposes, including but not limited to my name, email address, organisation and professional role.

I understand that this information may be used to contact me about products and services.

I understand that:

- Providing this consent is voluntary and is not a condition of attending the event.

- My information will only be shared for the purpose described above.
- I can withdraw my consent for future disclosures by contacting 17 Coaching.
- The recipient will handle my information in accordance with its own privacy policy and applicable privacy laws.

17 Coaching will disclose your personal information if required by law to do so.

9.5 Our handling of personal information is described in our Privacy Policy. Please read that policy before registering.

9.6 If you have a question, request or complaint about personal information, contact us using the contact details in clause 18.

9.7 Any consent to receive marketing communications will be requested separately from acceptance of these Terms. You can opt out of marketing communications using the unsubscribe facility or by contacting us, subject to any communication that we are legally required or permitted to send.

10. Technology and third-party platforms

10.1 An online or hybrid Event may use third-party platforms and services, including Zoom, Microsoft Teams or other providers identified in the event information.

10.2 Your use of a third-party platform may be subject to that provider's own terms, privacy policy and technical requirements. You are responsible for reviewing and complying with those terms where applicable.

10.3 We are not responsible for outages, interruptions, security incidents or changes to a third-party platform. This does not exclude any responsibility that we cannot lawfully exclude.

10.4 We will take reasonable steps to address technical issues within our control. If a significant technical issue on our side prevents or materially disrupts the Event, we may at our sole discretion provide a replacement session, alternative access or another reasonable arrangement.

11. Event changes, postponement and cancellation by us

11.1 We may make reasonable changes to an Event, including changes to the agenda, content, facilitator, speakers, date, time, duration, venue, platform or delivery format.

11.2 If we postpone or reschedule an Event, we will notify registered Participants using the contact details provided at registration and explain the available arrangements. Where appropriate, registration may be transferred to the rescheduled Event, subject to any rights you have under applicable law.

11.3 We may at our sole discretion cancel an Event where reasonably necessary, including but not limited to because of insufficient registrations, facilitator unavailability, venue or platform issues, safety concerns or circumstances beyond our reasonable control.

11.4 If we cancel a paid Event, we will notify you and provide a refund, credit, replacement Event or other remedy as required by applicable law and the event-specific terms. Any credit will be offered as an alternative to a refund, where appropriate but does not exclude any other remedy that you are legally entitled to.

11.5 If we cancel a free Event, we will notify registered Participants and, where reasonably practicable, and at our sole discretion, offer an alternative date or other suitable arrangement.

11.6 To the extent permitted by law, we are not responsible for indirect costs such as travel, accommodation, loss of income or other expenses incurred in connection with an Event change or cancellation.

12. Fees, payment, cancellations and refunds

12.1 The event information will state whether an Event is free or paid and identify the applicable fee, payment method, due date and any event-specific cancellation conditions.

12.2 For a paid Event, you authorise the payment method you provide to be charged the stated fee. Prices will identify whether GST is included where applicable.

12.3 Unless the event information states otherwise, cancellation requests must be sent to admin@17coaching.com.au and are effective when received by us.

12.4 For a paid Event, the following default cancellation terms apply unless different terms are clearly stated before you register:

- More than 14 days before the Event: you may cancel and receive a refund of the amount paid, less any reasonably incurred non-refundable costs, transactions or third-party costs.
- 14 days or less before the Event: the fee may be non-refundable where reasonable costs have been incurred or the place cannot reasonably be resold, subject always to your rights under Australian Consumer Law and other applicable law.
- You may request to transfer your place to another person or another scheduled Event. A transfer is subject to our written approval, capacity and any eligibility requirements and at our sole discretion.

12.5 For a free Event, there is no attendance fee to refund. If you cannot attend, please notify us so that we can manage capacity and any waitlist.

12.6 If you do not attend an Event without giving notice, you are not automatically entitled to a refund, replay or replacement session, subject to any rights you have under applicable law and any specific promise made in the event information.

12.7 Nothing in these Terms limits or excludes your rights under the Australian Consumer Law or any other law that cannot be excluded, restricted or modified by agreement.

13. In-person events: insurance, safety and infectious disease

13.1 This clause applies only to in-person or hybrid Events to the extent relevant.

13.2 You are responsible for considering whether you need personal insurance in connection with your attendance, including travel or personal accident insurance. This clause does not require you to obtain insurance as a condition of attendance unless the event information expressly and lawfully states otherwise.

13.3 You must comply with reasonable safety instructions issued by us, the venue operator or relevant authorities.

13.4 Participants are encouraged not to attend an Event in-person if they are experiencing symptoms of an infectious illness or have been advised by a health professional or public health authority to avoid contact with others.

13.5 We may implement reasonable measures to minimise risks associated with infectious diseases or other public health concerns. Measures may include changes to room arrangements, hygiene practices, ventilation, participation requirements or delivery format, where relevant and lawful.

13.6 We may at our sole discretion modify, postpone, move online or cancel an in-person or hybrid Event where reasonably necessary due to public health risks, government directions or circumstances affecting the health and safety of Participants, facilitators or staff. We will notify registered Participants as soon as reasonably practicable.

13.7 This clause is not limited to COVID-19 and may apply to influenza, respiratory syncytial virus (RSV), gastrointestinal illnesses and other communicable diseases.

14. Circumstances beyond reasonable control

14.1 We are not responsible for a delay, interruption, postponement or failure to perform an obligation to the extent it is caused by circumstances beyond our reasonable control. These may include natural disasters, severe weather, fire, flood, public emergencies, infectious disease outbreaks, government directions, war, civil unrest, industrial action, power or telecommunications outages, significant technology or platform failures, transport disruption, venue unavailability or failure of essential suppliers.

14.2 If such circumstances affect an Event, we may take reasonable steps to reduce the impact, including changing the format, providing alternative access, rescheduling or cancelling the Event.

14.3 If an Event is cancelled or cannot be delivered, any refund, credit or other remedy will be provided in accordance with clause 11, the event-specific terms and applicable law.

15. Liability and Australian Consumer Law

15.1 Nothing in these Terms excludes, restricts or modifies any consumer guarantee, right, remedy or liability that cannot lawfully be excluded, restricted or modified, including under the Australian Consumer Law.

15.2 To the extent permitted by law, we are not responsible for loss or damage arising from a Participant's failure to follow reasonable instructions, misuse of Event Materials, failure to protect their own devices or access credentials, or conduct of another Participant or third party, except to the extent caused by our breach of law or other liability that cannot be excluded.

15.3 You remain responsible for your own property and personal belongings if attending an Event in person and for the security of your own devices and accounts when participating online.

15.4 To the maximum extent permitted by law, you acknowledge and agree that:

(a) your participation in an Event is voluntary and undertaken at your own risk;

(b) you are responsible for assessing whether the Event, its content, activities and discussions are appropriate for your personal circumstances, professional responsibilities and wellbeing;

(c) you are responsible for your own decisions, actions and conduct during and following an Event, including how you interpret, apply or rely upon any information, advice, strategies or resources provided;

(d) you release and discharge 17 Coaching, its directors, officers, employees, contractors, facilitators and agents from any claim, demand, liability, loss or damage arising from or connected with your participation in an Event or your use of Event Materials, except to the extent that such claim, liability, loss or damage arises from the negligence, breach of contract, unlawful conduct or other liability of an Indemnified Party that cannot lawfully be excluded or limited;

(e) to the maximum extent permitted by law, 17 Coaching will not be liable for any indirect, incidental, special, exemplary or consequential loss or damage arising out of or in connection with an Event, including loss of profit, loss of revenue, loss of business, loss of opportunity, loss of anticipated savings or loss or corruption of data, whether arising in contract, tort (including negligence), statute or otherwise; and

(f) nothing in this clause excludes, restricts or modifies any consumer guarantee, right, remedy or liability that cannot lawfully be excluded, restricted or modified under applicable law, including the Australian Consumer Law.

15.5 Nothing in these Terms is intended to operate as a blanket waiver or release of all claims, or to exclude liability for our negligence, breach of contract, misleading or deceptive conduct, or other conduct where liability cannot lawfully be excluded.

16. Third-party speakers, links and resources

16.1 An Event may include guest speakers, links, products, services or resources supplied by third parties. Their views and materials are their own unless expressly stated otherwise.

16.2 We do not endorse or guarantee third-party websites, products or services merely because they are mentioned or linked during an Event. You access third-party services at your own discretion and risk and subject to their terms.

16.3 If a guest speaker or third party supplies materials, those materials remain subject to the rights and conditions of the relevant owner.

17. General

17.1 If any provision of these Terms is found to be invalid or unenforceable, it will be read down to the extent necessary or severed, and the remaining provisions will continue to operate, to the extent permitted by law.

17.2 A failure or delay by us to enforce a provision is not a waiver of that provision. Any waiver must be given in writing by an authorised representative of 17 Coaching.

17.3 We may update these Terms from time to time. The version applying to your registration will generally be the version made available when you register, unless a change is required by law or is otherwise agreed with you.

17.4 These Terms, together with any event-specific terms and the Privacy Policy, form the agreement between you and 17 Coaching in relation to the Event.

18. Governing law and contact

18.1 These Terms are governed by the laws of Western Australia, Australia. The parties submit to the exclusive jurisdiction of the courts of Western Australia and any courts competent to hear appeals from those courts, subject to any mandatory rights or protections available under applicable law.

18.2 Questions about these Terms, an Event or your personal information can be directed to:

17 Coaching
Email: admin@17coaching.com.au
Website: http://www.17coaching.com.au
Business/legal entity: Lorraine Donachie t/as 17 Coaching ABN: 16 632 389 550

BY REGISTERING FOR OR PARTICIPATING IN AN EVENT, YOU ACKNOWLEDGE THAT YOU HAVE READ AND AGREE TO THESE TERMS AND CONDITIONS.