

HELLO GRIEF

Program Participant Agreement & Waiver

Please read this Agreement carefully before purchasing or participating in the Hello Grief program. By purchasing access to the program, you confirm that you have read, understood, and agree to the terms set out below.

1. About Hello Grief

Hello Grief is an online bereavement support program created and delivered by Hello Grief ABN: 60 122 044 646, a sole trader business operated by Bek Beechey (the "Facilitator").

2. Not a Substitute for Professional Support

The Hello Grief program is an educational and supportive resource. It is not therapy, counselling, psychology, or any other form of regulated mental health treatment. The Facilitator is a grief guide, not a registered mental health professional.

By participating in this program, you acknowledge that:

1. The program does not constitute professional mental health advice or treatment.
2. You are encouraged to seek support from a qualified mental health professional if you are experiencing a mental health crisis, complex trauma, or require clinical intervention.
3. Participation in this program is not a replacement for emergency services. If you are in immediate danger, please contact 000 (Australia) or your local emergency services.

3. Emotional Risk Acknowledgement

Grief work can bring up strong and unexpected emotions. By participating in this program, you acknowledge that:

4. You may experience emotional discomfort, sadness, or distress during or after engaging with program content.
5. You take full responsibility for your own wellbeing and for seeking appropriate support if needed.
6. Hello Grief is not liable for any emotional distress, psychological harm, or other adverse effects arising from your participation in the program.

4. No Refund Policy

Due to the digital nature of this program and the immediate access granted upon purchase, all sales are final. No refunds will be issued once access to the program has been granted. If you experience a technical issue preventing access, please contact bek@hellogrief.com.au and we will work to resolve the issue promptly.

5. Intellectual Property

All program content — including videos, audio recordings, written materials, worksheets, and any other resources — is the intellectual property of Hello Grief. By purchasing the program, you are granted a personal, non-transferable licence to access and use the content for your own private use only. You must not share, reproduce, distribute, sell, or use any program content for commercial purposes without prior written consent from Hello Grief.

6. Privacy

Hello Grief collects your name and email address for the purpose of providing access to the program and sending relevant communications. Your information will not be shared with third parties without your consent, except as required by law. By purchasing the program, you consent to receiving program-related emails from Hello Grief.

7. Limitation of Liability

To the fullest extent permitted by Australian law, Hello Grief and the Facilitator shall not be liable for any direct, indirect, incidental, special, or consequential damages arising from your participation in the program or your use of program materials. Nothing in this Agreement excludes, restricts, or modifies any consumer guarantee under the Australian Consumer Law that cannot be excluded.

8. Governing Law

This Agreement is governed by the laws of Queensland, Australia. Any disputes arising from this Agreement shall be subject to the exclusive jurisdiction of the courts of Queensland.

By completing your purchase of the Hello Grief program, you confirm that you:

Have read and understood this Agreement in full, Are 18 years of age or older, Agree to be bound by the terms of this Agreement and Acknowledge that this program is not a substitute for professional mental health support.