

ANCESTRA VITALITY CLIENT AGREEMENT

Effective Date: [Insert Date]

Business Name: Ancestra Vitality

Website: AncestraVitality.com

Contact Email: [Insert Email]

Client Name: [Client Name]

Program Purchased: [21-Day Return / 12-Day Program / Coaching Package / Other]

This Client Agreement is entered into between **Ancestra Vitality** ("Ancestra Vitality," "we," "us," or "our") and the individual purchasing or participating in our program ("Client," "you," or "your").

By purchasing a program, booking a session, joining our Skool community, accessing our materials, or checking an "I agree" box, you confirm that you have read, understood, and agreed to the terms below.

1. Purpose of Ancestra Vitality

Ancestra Vitality provides wellness education, lifestyle guidance, ancestral nutrition education, coaching support, cultural food education, and personal development resources designed to help clients reconnect with whole-food traditions, natural living practices, and healthier lifestyle choices.

Our programs may include educational lessons, food guidance, reflection prompts, coaching calls, group discussions, digital resources, community support, and lifestyle recommendations.

2. Coaching and Educational Scope

Ancestra Vitality is a wellness education and coaching service. Our programs are intended to support personal wellness, lifestyle awareness, and healthier habits.

We do **not** provide medical care, medical diagnosis, medical treatment, psychological therapy, registered dietetic services, or emergency health services.

Information provided through Ancestra Vitality is for educational and coaching purposes only. It should not be used as a substitute for professional medical advice, diagnosis, or treatment.

You agree to consult a licensed physician or qualified healthcare provider before making significant changes to your diet, medication, exercise, supplementation, or health routine, especially if you:

- Have a medical condition;
- Are pregnant, nursing, or trying to become pregnant;
- Take medication;

- Have diabetes, hypertension, heart disease, kidney disease, an eating disorder, food allergies, or any chronic health condition;
 - Have been advised to follow a specific medical or therapeutic diet.
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3. Client Responsibility

You understand that your results depend on your own choices, consistency, participation, health status, lifestyle, and personal circumstances.

You agree to:

- Provide accurate information about your health, goals, allergies, limitations, and relevant medical history;
- Participate honestly and respectfully;
- Use your own judgment when applying program recommendations;
- Seek medical advice when needed;
- Stop any activity or dietary change that causes concerning symptoms and seek appropriate professional support;
- Take responsibility for your own decisions, actions, and outcomes.

Ancestra Vitality does not guarantee specific weight loss, disease reversal, financial savings, health outcomes, emotional outcomes, or lifestyle results.

4. Program Access

Program access may be delivered through AncestraVitality.com, Skool, email, video calls, downloadable materials, private community spaces, or other digital platforms.

You are responsible for having reliable internet access, the ability to use the required platform, and a valid email address.

You agree not to share your login, course materials, recordings, worksheets, videos, recipes, prompts, or other program resources with anyone outside your household or organization unless written permission is given by Ancestra Vitality.

5. Coaching Calls and Appointments

Some programs may include one-on-one or group coaching calls. Coaching calls are subject to availability.

Unless otherwise stated, coaching/discovery calls are approximately **30 minutes**. Ancestra Vitality may offer calls on selected days and times, including Wednesday availability between approximately **11:00 a.m. and 2:30 p.m.**, subject to scheduling availability.

If you need to reschedule a booked appointment, you agree to provide at least **24 hours' notice** whenever possible.

Late arrivals may result in a shortened session. Missed appointments or no-shows may be forfeited unless Ancestra Vitality decides otherwise at its discretion.

6. Payment Terms

Program fees are listed at checkout, on the invoice, or in the written offer provided to you.

Payment is due according to the terms shown at purchase. If a payment plan is offered, you agree to make all payments on time.

Failure to complete payment may result in paused or terminated access to the program, coaching calls, community access, or digital materials.

All prices are listed in [Insert Currency] unless otherwise stated. Payment processing may be handled by third-party providers such as Stripe, PayPal, or other payment platforms.

7. Refund Policy

Ancestra Vitality offers a **100% refund within seven (7) days of payment** if you decide the program is not right for you.

To request a refund, you must contact us in writing at **[Insert Email]** within seven (7) calendar days of your payment date.

After seven (7) calendar days, payments are non-refundable, except where a refund is required by applicable law or where Ancestra Vitality has not delivered the service as agreed.

If a refund is approved, your access to the program, community, digital materials, and related services may be removed.

Refunds may take several business days to appear depending on your bank or payment processor.

8. No Medical Guarantees or Outcome Guarantees

You understand that health, wellness, weight, energy, digestion, blood sugar, inflammation, mood, and lifestyle outcomes vary from person to person.

Ancestra Vitality does not promise, guarantee, or represent that you will achieve any specific result.

Testimonials, examples, or client stories are not guarantees of your outcome.

9. Food, Allergies, and Personal Safety

Ancestra Vitality may provide food education, recipes, meal ideas, traditional food guidance, and lifestyle suggestions.

You are responsible for reviewing all ingredients, food recommendations, and preparation methods to ensure they are appropriate for your health, allergies, culture, preferences, and medical needs.

Ancestra Vitality is not responsible for allergic reactions, food sensitivities, adverse reactions, or health complications arising from your use of food, recipes, or lifestyle suggestions, except where liability cannot be excluded by law.

10. Community Conduct

If you participate in a group, community, live call, Skool platform, or online discussion space, you agree to behave respectfully.

You agree not to:

- Harass, insult, threaten, shame, or discriminate against others;
- Share another participant's private information;
- Give medical advice to other participants;
- Promote unrelated products or services without permission;
- Copy, record, screenshot, or distribute private community content without consent;
- Disrupt the learning environment.

Ancestra Vitality may remove any client from a community, call, or program if conduct is disrespectful, unsafe, disruptive, or harmful.

Removal for misconduct does not automatically entitle the client to a refund.

11. Privacy and Personal Information

Ancestra Vitality may collect personal information such as your name, email address, phone number, payment information, intake form responses, wellness goals, food preferences, and program participation details.

We use this information to provide our services, process payments, schedule appointments, communicate with you, improve our programs, and comply with legal obligations.

We may use trusted third-party platforms such as payment processors, scheduling tools, email platforms, website hosts, Skool, or other service providers to deliver our services.

We do not sell your personal information.

Your personal information will be handled according to our Privacy Policy, which should be read together with this Agreement.

12. Confidentiality

Ancestra Vitality will make reasonable efforts to keep your personal information and coaching discussions confidential.

However, confidentiality does not apply where disclosure is required by law, necessary to protect safety, needed to process payments or deliver services through approved platforms, or authorized by you in writing.

You also agree to respect the confidentiality of other clients and not share private information discussed in group spaces.

13. Testimonials, Photos, and Client Stories

Ancestra Vitality will not publicly use your name, image, testimonial, before-and-after details, meal photos, journal entries, or personal story for marketing without your consent.

If you voluntarily provide a testimonial, review, or public comment, you give Ancestra Vitality permission to use that content unless you clearly state otherwise in writing.

Before-and-after images, health stories, and sensitive personal details require separate consent.

14. Intellectual Property

All Ancestra Vitality content, including videos, workbooks, recipes, guides, prompts, program structure, branding, graphics, community posts, lesson materials, and digital resources, belongs to Ancestra Vitality unless otherwise stated.

You receive a limited, personal, non-transferable license to use the materials for your own personal wellness journey.

You may not copy, reproduce, resell, teach, distribute, publish, upload, or share Ancestra Vitality materials without written permission.

15. Third-Party Platforms and Links

Ancestra Vitality may use or link to third-party platforms, tools, products, affiliates, books, websites, practitioners, or resources.

We are not responsible for third-party websites, platform outages, privacy practices, products, services, or payment systems.

Some recommendations may include affiliate links or partner resources. If Ancestra Vitality receives compensation from an affiliate relationship, we will aim to disclose that relationship clearly.

You are responsible for deciding whether any third-party product, service, or recommendation is appropriate for you.

16. Emergency and Crisis Disclaimer

Ancestra Vitality is not an emergency service.

If you experience chest pain, severe allergic reaction, fainting, suicidal thoughts, severe mental distress, signs of stroke, severe blood sugar symptoms, or any urgent health concern, contact emergency services immediately or seek medical attention.

Do not wait for a response from Ancestra Vitality in an emergency.

17. Limitation of Liability

To the fullest extent permitted by law, Ancestra Vitality is not liable for indirect, incidental, special, consequential, or punitive damages arising from your participation in our programs.

To the fullest extent permitted by law, Ancestra Vitality's total liability for any claim related to a program shall not exceed the amount you paid for that specific program.

Nothing in this Agreement limits rights or remedies that cannot legally be limited under applicable consumer protection law.

18. Program Changes

Ancestra Vitality may update, improve, modify, pause, or discontinue parts of a program, platform, schedule, curriculum, community, or resource.

We will make reasonable efforts to provide the core service described at the time of purchase.

Minor updates or improvements do not create a right to refund.

19. Termination

Ancestra Vitality may terminate or suspend your access if you:

- Fail to pay;
- Violate this Agreement;
- Share protected materials without permission;
- Behave abusively or disruptively;
- Misuse the community or platform;
- Create safety, legal, or ethical concerns.

You may stop participating at any time, but stopping participation does not automatically create a refund right outside the refund policy.

20. Governing Law

This Agreement is governed by the laws of **[Insert Jurisdiction, e.g., Barbados]**, unless another jurisdiction is required by applicable law.

Any disputes should first be addressed through good-faith communication between the Client and Ancestra Vitality.

If a dispute cannot be resolved informally, the parties agree to pursue resolution through the appropriate legal process in the governing jurisdiction, unless consumer protection law provides otherwise.

21. Entire Agreement

This Agreement, together with any written program description, checkout terms, Privacy Policy, Terms of Service, and Refund Policy, represents the full understanding between you and Ancestra Vitality regarding your participation.

If any part of this Agreement is found invalid or unenforceable, the remaining sections remain in effect.

22. Client Acknowledgment

By purchasing, joining, booking, or participating in an Ancestra Vitality program, you confirm that:

- You have read and understood this Agreement;
- You understand Ancestra Vitality provides wellness coaching and education, not medical care;

- You are responsible for your own health decisions;
- You agree to the payment and refund terms;
- You agree to respect program materials and community confidentiality;
- You understand that results are not guaranteed.

Client Name: _____

Client Signature: _____

Date: _____

Ancestra Vitality Representative: _____

Date: _____