

TERMS OF SERVICE

Unmanaged | unmanagedpeople.com

Effective Date: March 13, 2026] | Last Updated: March 2026

These Terms of Service govern your use of unmanagedpeople.com and all services offered by Unmanaged. By using our site or purchasing any of our services, you agree to these terms. We've written them to be as clear and human as possible — because you deserve to know exactly what you're agreeing to.

1. About These Terms

These Terms of Service ("Terms") form a legally binding agreement between you ("Client" or "User") and Unmanaged, an Oregon-based business owned and operated by Elizabeth Arnott ("Company," "we," "us," or "our").

By accessing unmanagedpeople.com, subscribing to our content, completing any of our free tools, or purchasing any services, you agree to be bound by these Terms and our Privacy Policy, which is incorporated here by reference.

If you do not agree to these Terms, please do not use our website or services.

2. Our Services

Unmanaged offers the following services:

- **1:1 Consulting:** Private coaching and strategy sessions conducted via Zoom, focused on workplace navigation, career challenges, and professional growth.
- **Group Coaching Membership:** A recurring membership program offering live group coaching sessions via Zoom, digital resources, community access, and other member benefits.
- **In-Person Events:** Occasional workshops, seminars, or gatherings hosted in Oregon or other locations, as announced.
- **Free Resources:** Blog-style content published via Substack, free tools, and self-assessments (including the Toxic Workplace Quiz) available at no cost.

Service details, pricing, scheduling, and availability are described on our website and may be updated from time to time. We reserve the right to modify, suspend, or discontinue any service with reasonable notice.

3. Not Professional Legal, HR, or Therapeutic Advice

Important: The content, coaching, consulting, tools, and resources provided by Unmanaged — including Elizabeth's insights, quiz results, blog posts, and session guidance — are for educational and coaching purposes only. They do not constitute legal advice, licensed mental health therapy, or formal HR investigation services.

Elizabeth is an experienced HR professional and workplace strategist. However, working with Unmanaged does not create an attorney-client, therapist-client, or formal HR compliance relationship.

If your situation requires legal counsel, formal HR investigation, or mental health support, we will always encourage you to seek those qualified professionals — and we'll cheer you on every step of the way.

4. Purchasing Services & Payment

When you purchase a service from Unmanaged, you agree to the following:

- **Accurate information:** You will provide truthful and complete information during checkout and intake.
- **Payment:** All fees are due at the time of purchase or as described in your service agreement. Payments are processed securely through Stripe.
- **Pricing changes:** We reserve the right to change our pricing at any time. Price changes will not affect services you've already purchased.
- **Taxes:** You are responsible for any applicable taxes in your jurisdiction.

5. Cancellation & Refund Policy

We want every person who works with us to feel good about their investment. Here's how our cancellation and refund policy works:

1:1 Consulting Sessions

- Cancellations made 48 hours or more before a scheduled session may be rescheduled at no charge.
- Cancellations made less than 48 hours before a session may be subject to a cancellation fee or forfeiture of that session, at our discretion.
- We understand life happens — please reach out if you have an emergency. We'll always try to work with you.

Membership / Group Coaching

- **Annual memberships:** You may cancel at any time; however, annual membership fees are non-refundable after 10 days from the date of purchase.
- **Monthly memberships (if offered):** You may cancel before your next billing date to avoid future charges. No partial-month refunds.

In-Person Events

- Refund and cancellation terms for in-person events will be specified at the time of registration.

If something has gone wrong or you're not satisfied, please just reach out and talk to us first. We're real people who genuinely care, and we'd much rather find a solution together than have you feel stuck.

6. Membership Terms

If you enroll in the Unmanaged membership community, the following additional terms apply:

- Access begins immediately upon successful payment and enrollment.
- Membership benefits — including live sessions, recordings, resources, and community access — are for your personal use only and may not be shared, transferred, or resold.
- We reserve the right to update, add to, or remove membership benefits. We will give reasonable notice of material changes.
- Members who violate our community standards (see Section 10) may have their membership terminated without refund.

7. Intellectual Property

All content on unmanagedpeople.com — including but not limited to written content, frameworks, the 10 proprietary pillars, quiz tools, course materials, session recordings, worksheets, and graphics — is the intellectual property of Unmanaged and Elizabeth Arnott, protected under U.S. copyright and intellectual property law.

You may:

- Access and use content for your own personal, non-commercial learning and growth.
- Share links to our free public content (blog posts, Substack) with proper attribution.

You may not:

- Copy, reproduce, distribute, or create derivative works from our content without written permission.
- Use our frameworks, tools, or methodologies in your own commercial products or services without a licensing agreement.
- Record, screenshot, or distribute membership sessions or paid content.

If you're interested in collaborating, licensing our frameworks, or partnering with us — we'd genuinely love to talk. Reach out at elizabeth@unmanagedpeople.com.

8. Confidentiality

We take the privacy of your story seriously. What you share in 1:1 consulting sessions or group coaching is held in confidence by Unmanaged and Elizabeth Arnott.

In group settings, we ask all members to honor a shared norm of confidentiality: what is shared in the group, stays in the group. While we cultivate this culture actively, we cannot legally guarantee the confidentiality of other members.

We will not share your personal story, workplace situations, or identifying details with anyone outside our team without your consent, except as required by law.

9. Disclaimer of Warranties

Our website, content, tools, and services are provided "as is" and "as available." While we put tremendous care into everything we create, we make no warranties — express or implied — that:

- Our services will produce specific career or workplace outcomes for you.
- Our website will be available without interruption or error.
- Any quiz result, resource, or coaching insight will be applicable to your specific legal or HR situation.

Results vary. Your experience working with us will depend on many factors, including your individual circumstances, workplace dynamics, effort, and implementation.

10. Community Standards

Unmanaged is a space built on dignity, honesty, and support. Whether you're engaging with us on our website, in our membership community, or at an in-person event, we ask that you:

- Treat all members, staff, and Elizabeth with respect and kindness.
- Refrain from sharing, posting, or distributing harmful, discriminatory, or harassing content.
- Protect the confidentiality of others in group settings.
- Engage in good faith — this space is for healing and growth, not for disruption.

We reserve the right to remove anyone from our community who violates these standards, without refund, at our sole discretion.

11. Limitation of Liability

To the fullest extent permitted by Oregon and applicable federal law, Unmanaged and Elizabeth Arnott shall not be liable for any indirect, incidental, special, consequential, or punitive damages — including lost income, lost employment opportunities, emotional distress, or business losses — arising from your use of our services or website.

Our total liability to you for any claim arising from our services shall not exceed the total amount you paid us in the 90 days prior to the claim.

12. Indemnification

You agree to defend, indemnify, and hold harmless Unmanaged, its owner, employees, and contractors from any claims, losses, damages, or expenses (including reasonable legal fees) arising from: (a) your use of our website or services; (b) your violation of these Terms; or (c) your violation of any third-party rights.

13. Governing Law & Dispute Resolution

These Terms are governed by the laws of the State of Oregon, without regard to conflict of law principles.

We genuinely hope we never end up here, but if a dispute arises, we ask that you contact us first at elizabeth@unmanagedpeople.com and give us a good-faith opportunity to resolve it. If we can't reach a resolution, disputes will be handled through binding arbitration in Oregon, in accordance with the rules of the American Arbitration Association (AAA), except that either party may seek injunctive relief in a court of competent jurisdiction.

You waive any right to participate in a class action lawsuit or class-wide arbitration against Unmanaged.

14. Third-Party Platforms

Our services rely on third-party platforms including Zoom, Substack, GoDaddy, and Stripe. Your use of those platforms is governed by their own terms of service and privacy policies. We are not responsible for the practices or content of third-party platforms.

15. Changes to These Terms

We may update these Terms from time to time. When we make material changes, we'll update the date at the top and notify active clients via email when appropriate. Continued use of our website or services after changes are posted constitutes your acceptance of the revised Terms.

16. Contact Us

Questions, concerns, or just want to say hi? We're here.

Unmanaged

Oregon, United States

Email: elizabeth@unmanagedpeople.com

Website: unmanagedpeople.com

Thank you for being here. We built Unmanaged because work struggles are real, and you deserve support that actually gets it. These terms exist to protect us both — so we can keep showing up for you, sustainably and with integrity.