

TERMS OF SERVICE

Level Up Systems Coaching — getlevelled.com

Effective Date: April 1, 2026 **Last Updated:** April 1, 2026

1. ACCEPTANCE OF TERMS

By accessing or using the website located at getlevelled.com (the "Site") or any services offered by John Bahen, operating as Level Up Systems Coaching (OCN/BIN 1001557479) ("Coach", "we", "us", or "our"), you ("User" or "you") agree to be bound by these Terms of Service ("Terms"). If you do not agree to these Terms, please do not use the Site or our services.

We reserve the right to update these Terms at any time. Continued use of the Site following any changes constitutes your acceptance of the revised Terms. The most current version will always be posted on the Site.

2. DESCRIPTION OF SERVICES

Level Up Systems Coaching offers transformational life coaching services, including depth-oriented and integration coaching, delivered remotely via online platforms. The Site provides information about these services, facilitates bookings and inquiries, and may offer educational content, resources, and digital products.

Coaching services are facilitative and educational in nature. They are not a substitute for professional medical, psychological, legal, or financial advice. Coach is not a licensed therapist, psychologist, physician, lawyer, or financial adviser.

3. ELIGIBILITY

You must be at least 18 years of age to use the Site or engage our services. By using the Site, you represent and warrant that you meet this requirement and that you have the legal capacity to enter into a binding agreement.

4. USER CONDUCT

By using the Site, you agree not to:

- Use the Site for any unlawful purpose or in violation of any applicable laws or regulations;
- Attempt to gain unauthorized access to any part of the Site or its related systems;
- Transmit any harmful, offensive, defamatory, or otherwise objectionable content;

- Reproduce, distribute, or commercially exploit any content or materials from the Site without prior written permission from Coach;
- Interfere with or disrupt the integrity or performance of the Site.

5. PAYMENTS & REFUNDS

5.1 Fees. Fees for coaching services and any digital products are as stated at the time of purchase. We reserve the right to change our pricing at any time, with changes taking effect upon posting to the Site.

5.2 Payment Processing. Payments are processed by third-party payment processors (such as Stripe). By making a payment, you agree to the applicable processor's terms and conditions. We do not store your full payment card details.

5.3 Non-Refundable. All fees are non-refundable unless otherwise agreed in writing. Services are not contingent on specific results or outcomes.

6. INTELLECTUAL PROPERTY

All content on the Site — including text, graphics, logos, frameworks, methodologies, course materials, and other materials — is the intellectual property of Level Up Systems Coaching and is protected by applicable Canadian and international copyright laws.

You may not reproduce, distribute, adapt, publicly display, or otherwise use any content from the Site for commercial purposes without our prior written consent. Personal, non-commercial use is permitted provided you do not modify the content and retain all copyright notices.

7. THIRD-PARTY LINKS & SERVICES

The Site may contain links to third-party websites or integrate third-party services (including but not limited to Google Analytics, Meta/Facebook, and Stripe). We are not responsible for the content, privacy practices, or terms of any third-party services. Your use of third-party services is at your own risk and subject to their respective terms and policies.

8. DISCLAIMER OF WARRANTIES

The Site and all services are provided on an "as is" and "as available" basis without warranties of any kind, either express or implied, including but not limited to warranties of merchantability, fitness for a particular purpose, or non-infringement. We do not warrant that the Site will be uninterrupted, error-free, or free of viruses or other harmful components.

9. LIMITATION OF LIABILITY

To the fullest extent permitted by applicable law, Level Up Systems Coaching and John Bahen shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising from your use of the Site or our services, even if advised of the possibility of such damages. Our total liability to you for any claim

shall not exceed the total fees paid by you in the three (3) months preceding the event giving rise to the claim.

10. INDEMNIFICATION

You agree to indemnify, defend, and hold harmless Level Up Systems Coaching and John Bahen from and against any claims, liabilities, damages, losses, and expenses (including reasonable legal fees) arising out of or in connection with your use of the Site, your violation of these Terms, or your violation of any rights of a third party.

11. GOVERNING LAW & DISPUTE RESOLUTION

These Terms shall be governed by and construed in accordance with the laws of the Province of Ontario and the laws of Canada applicable therein. Any disputes arising under these Terms shall be subject to the exclusive jurisdiction of the courts of Ontario.

12. CHANGES TO THE SITE

We reserve the right to modify, suspend, or discontinue the Site or any part of our services at any time without notice or liability.

13. CONTACT

For any questions regarding these Terms, please contact us at:

Level Up Systems Coaching

John Bahen

getlevelled.com

Email: jsbahen@gmail.com