



Hair Painting for Redheads [Online Course] Agreement

Introduction

1. INTRODUCTION

Hi Hairdresser!

My name is Kristina Russell aka ColourKristina on social media. I will be your Colour Mentor and Teacher for Hair Painting for Redheads.

I am pleased to welcome you to the Hair Painting for Redheads online program for Hairdressers and Salon Owners.

I can't wait to meet you in the program's colourful community!

I've been travelling the world teaching hairdressers how to paint hair for over 20 years for some of the hair industry's "big wigs" and now I'm sharing everything I've learned with you. I divide my time between working behind the salon chair and teaching classes of my design to help Hairdressers and Salon Owners elevate their craft.

After a lot of research to see what education is available for Hairdressers, I discovered that nobody else is offering Redhead programs, other than the odd brand launch. Redheads are challenging to perfect as a Hairdresser in the salon.

I have studied pure colour theory that's taught to Artists, Graphic Designers, Fashion Designers, Textile Printers, and Photographers and I'm sharing these lessons with you to help you know how to formulate hair with confidence. I am so excited to share these methods with you that are universal principles of colour adapted for hairdressing. There's no other program like this available, and I'm confident that my unique approach will transform your colour business and elevate your professional edge.

Hair Painting for Redheads is a 5 module training consisting of pre-recorded colour theory for Hairdressers and 9 Hair Painting technique tutorials, plus live masterclasses and a supportive online student community. The proven hair colour painting and levelling system that **GUARANTEES** you grow your salon colour business with red and copper hair colour clients by leveraging simplified strategies that withstand the test of time.

Transform your relationship with red and copper hair colouring, make more money and uplevel your salon colour clientele in every way imaginable.

I created this course to help Hairdressers and Salon Owners become Hair Colour Specialists who are confident with every hair colour request in the salon, including Redheads!

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Here's an overview of what's included in this online program:

You will gain unlimited access to this exclusive online course for Hairdressers and Salon Owners, with the bonus of 4 group coaching calls in a private & interactive Facebook support group with plenty of opportunities to ask questions. The program is broken down into 5 core training modules. All course materials, including videos, technique tutorials, workbooks, ebooks, Cheat Sheets and more are within our online student portal.

Please make sure you read all of this document carefully before agreeing to the terms and conditions.

You might be a skim reader. I understand that you're an excited Hairdresser and you want to jump straight into this online course because you are so excited to join the program. You might be tempted to skim-read and rush through this step, but please read it with full focus.

2. SUITABILITY

This program is awesome for Emerging Colourists, All-rounders, Haircolour Lovers, Salon Owners and any Hairdresser looking to develop into a Haircolour Expert in your salon that clients will love.

This online program is suitable for Hairdressers with 1 or more years of experience with a basic knowledge of professional hair colour application and theory applicable to salon professionals.

3. INTENTION

I empower Hairdressers with much more than teaching my techniques - I give them the understanding of how to turn my teachings into their own creativity, plus a greater understanding of wealth-building practices whilst working behind the salon chair.

I partner with Salon Owners to create customised education for their teams and facilitate education for Hairdressers 1:1, through workshops and social + print media, as their trusted mentor, to help them achieve their colourful goals, as artistic salon professionals.

My 'pure' education approach is brand-inclusive with a colourful language that is translatable for all hairdressers. This online program is designed to support your educational goals to become an Expert Hair Painter of Reds and Copper hair colours in your salon. On completion of this course, you will have a strong understanding of advanced colour theory and techniques necessary when hair painting redheads, plus strategies to help you attract your dream clients and scale your business.

4. NAME

My name is Kristina Russell. My company name is KRISTINA RUSSELL HAIR COLOUR PTY LTD

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5. ABN

My Australian Business Number is 46660493434 and my Australian Company number is 660 493 434.

CONTACT PERSON AND CONTACT DETAILS

If you have any questions or need further information, please contact:

Kristina Russell

Salon address and post address: Suite 3 Hair, 8-16 Soudan Lane, Paddington, NSW 2021

Email: hello@kristinarussell.com.au

Phone: +61404280518

You can find out more about me here: www.kristinarussell.com.au

This document sets out the Terms and Conditions you need to be aware of when purchasing my online hair colour program. Please take a moment to read it carefully as it sets out your important rights and obligations and I, Kristina Russell, care about making sure we both know where we stand. When you sign up to participate in this online program you agree that you are over the age of 18 and willing to be bound by these Terms and Conditions. If you don't accept this agreement, you should notify me immediately so we can discuss your concerns.

I am an Australian Business Owner. This online course Hair Painting for Redheads is offered in compliance with Australian Consumer Law.

Online Program Details

6. DESCRIPTION: Hair Painting for Redheads (Online Program)

Here's what's inside:

Module 1 sets you up for success:

- Welcome and orientation video
- Course Introduction and Learner Outcomes
- Instructor Introduction
- Colour Theory and Colour Chords fundamentals for hair painting redheads

Module 2 is all about Fundamentals:

- You will learn the 5,6,7,8 colour rule that will help you understand the full spectrum of formulating reds from darker tones to lighter shades
- You will learn the principle of 7 being orange and why that's so important when creating Golden Coppers and Natural Coppers
- When to use Single or Double Process Techniques
- Learn the difference between warm and cool reds and suitability
- Confident colour consultation and pricing per technique
- When to pre-lighten with bleach

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Module 3 is all about What. The Why. The How.

In this module you will learn:

- Consultation and new colour language to entice more clients to try reds
- Discover why hair painting for reds is different from any other haircolour
- Learn my personal collection of signature salon-friendly techniques to help you paint hair like an Expert with 9 technique tutorials

Techniques taught:

- Base Breaker + Face frame Highlights to create Strawberry Blonde
- Colour Melt + Long Mermaid Ombre with Base Colour
- Tint Retouch with Colour Balance for Red and Copper clients
- Virgin Tint for longer roots or virgin hair
- Textured Foils for Lowlighting and Highlighting Reds
- Classic Copper Tint with 100% grey coverage
- Basin Balayage for Reds and Copper clients
- Foil Highlights + Zone Toner on a natural Redhead
- Black to Red with Pre-Bleaching before colour

Module 4 - Advanced Tips

In this module, you're going to learn the expert approach for common salon scenarios and how to avoid unexpected outcomes. This module is all about giving some advanced tips on topics already covered in the fundamentals module in this course.

Topics to be covered:

- Colour Balancing know-how so that you can always colour match roots to ends
- Express Correction Techniques
- Grey Coverage for natural redheads so that you never have translucent results in your chair again
- Creative solutions for Colour Corrections or formula miscalculations, because sometimes unexpected outcomes happen
- How to remove Henna hair dye
- Colour Strippers & Decolourisers

Module 5 - Bonus - Client Case Studies

In this module, you will have the opportunity to virtually stand beside me in a Shadowing style of learning to watch my client processes step-by-step without the need to travel to Sydney, Australia! I have filmed every lesson in this module with a tripod propped up next to me and my client to share real-life scenarios to help you with minor and major colour transformation requests in your salon.

Client Case Studies include

- Nadia - Bleach Ends with Level 5 Natural Roots transferred to a Level 7 Spicy Copper
- Aisling - Tint Retouch with Balayage Finesse for Soft Copper Gold to avoid browning out
- Fiona - Grown out Babylights Blonde to Copper Transformation
- NEW! Coming soon...Fiona - Copper Back to Blonde again has been filmed and this is expected to be uploaded to the course by 20th November 2023 after editing

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- NEW! Coming soon... Samantha - Black box dye buildup removed with a Colour Stripper and Partial Bleaching before colouring Red for a natural Redhead. *** *The delivery date is expected to be 1st December 2023 after editing. The delivery date for the 2 new lessons may be subject to changes due to the editing process.*

8. DELIVERY:

This online program will be delivered within the online portal on the program Kajabi. Your login access will be sent when registrations are processed. You will receive an email with the login information plus a link to join the private Facebook group members community. Coaching Calls are hosted on Zoom and some special guest classes could be live-streamed to the Facebook group. All live sessions are notified via email to students to ensure they have access to the private online training sessions.

9. PREPARATION:

I want to help you maximise your enjoyment of learning. There are some things you can do in advance to feel prepared before beginning the online program Hair Painting for Redheads. Make sure you have your standard colouring kit ready with a selection of hair brushes, paintbrushes and colour bowls, plus your standard protective clothing such as gloves and apron. If you are practising these techniques on human beings please have colour capes in your kit to protect their clothing, but I know how some people prefer to purchase a new mannequin for training. These are all suggestions to help you get the most out of this experience, however, these items are not necessary to use until you decide to get your hands into some hair after watching the hair technique tutorials.

10. IMPORTANT DATES:

The course is evergreen. You will have instant access to this course with lifetime access to all the tutorials. The doors are open and the online tutorials are ready for you to dive in and begin immediately. There is plenty of time to work throughout the program at your own pace because you have unlimited time to watch the video lessons. There are 4 live Zoom coaching sessions included in the course, plus other epic bonuses that are scheduled at various times throughout the year to best suit the time zones of students. Dates for coaching sessions are sent via email and announced in our private Facebook group with plenty of time to lock it in your diary. We usually host one live session a month with plenty of time to access a live class or coaching call. All live classes are recorded and available for replay.

11. MY RESPONSIBILITY:

My qualifications that quantify my skills to be the Host and Facilitator of this online program include tertiary training in Colour Theory and Printmaking whilst studying Textile Design at Sydney's National Art School / TAFE NSW, and my qualifications in Hairdressing plus extensive training in Adult Education methods for learner-focused training. I have been a hairdresser for 28 years working on the tools and specialising in Hair Colour for 25 years.

As an Educator and Hair Colour Artist, I have been at the pinnacle of hairdressing education for more than two decades and have been privileged to be exposed to the many dimensions of the educational domain throughout her illustrious career. With many years spent educating under the paradigm of leading industry brands, I moved to an independent Educator role in 2017 with my own program that embraced the

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methodology to coach individuals on my world-class techniques, whilst developing unique learner-focussed education styles that were suitable for all hairdressing levels.

I am globally renowned as the Reds and Pastel Haircolour Expert, and author of the Ebooks 'The Ultimate Guide to Hair-Painting for Redheads' and 'My Top 3 Trending Brand Free Redhead Formulas'.

My salon clientele is incredibly varied. I specialise in Redheads, Blondes, Pastels and Colour Corrections based on my technical skill and artistic flair. I love the challenge of corrective colour and offering creative solutions to my transformation clients. My online course Hair Painting for Redheads includes client case studies filmed within my salon business to help my students discover how to approach major transformations, as well as the hair technique module filmed by a videographer teaching step-by-step placements.

In June 2010, my creative influence on our industry earned her the coveted title 'Australian Hair Expo Colour Technician of the Year'. I have won numerous awards, including most recently being a Finalist for the Australian Hair Industry Awards for Independent Educator of the Year for 2019 and 2020 & 2021.

Through workshops and digital and print media, my role as an industry mentor has been not only to help hairdressers achieve their goals but also to provide them with flexible pathways for learning across a multitude of platforms. As the first Hair Colourist to launch a podcast, I have taken my education approach to another level, finding alternative methods to reach my audiences with the philosophy that learning takes varied forms.

Through hands-on learning and workshops, live demonstrations and keynote presentations, several free downloadable e-Books and instructional manuals, online hair painting course, online formulation course, live webinars and blog posts, coaching and mentoring, and private in-salon training, I have provided every avenue for student engagement including being announced in 2019 as the Australian Ambassador for the Dresscode Project, teaching inclusivity for LGBTQI+ clients with inclusivity training for hairdressers how to offer gender-free hair services.

I have presented the colour red and creative colours on the biggest stages in the hair industry, including on mainstage for behindthechair, Hair Expo, Las Vegas Redken Symposium, and Hair Festival, to name a few. And I am now sharing these learnings with you.

Safety investigations have been carried out before this program was created. All students must endeavour to fulfil their responsibilities with regard to occupational health and safety with standard protective clothing (gloves, apron, clean equipment, professional colour and any PPE that is deemed necessary in your current location).

12. YOUR RESPONSIBILITY:

It is your responsibility (as a student) to follow manufacturer instructions for the colour range you are using to apply your new learnings. This is always your responsibility to ensure you mix the colours correctly and process accordingly with all care taken to ensure that your clients have a great experience with a professional outcome reached. Please take all precautions required for your safety and your client's safety as per standard salon procedures.

It is also important to follow your current location's mandatory guidelines for test strands and test patching procedures before any haircolour is carried out.

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Disclaimer

13. PROBLEMS:

It is your responsibility to understand the laws of your location regarding the use of chemical hair colours on clients, guests or models.

Manufacturer's instructions must be followed when working with hair colour. Students must follow the instructions on their colour packaging before commencing any service using the techniques taught in my program. There are different regulations in different countries for testing colour with skin patches and test stranding before colour application which must be followed.

14. LIMITATION OF LIABILITY

You agree to indemnify me / hold me blameless for any injury or illness that you might suffer or any damage or loss that might occur while you are participating in this online program. If you have any doubts at all about any issue that might arise, you agree that you will conduct your own research and make your own fully informed decision about what is best for you.

In no event shall I (Kristina Russell) be liable to you for costs, loss or damage of any kind arising out of or related to this Agreement or the Hair Painting for Redheads Online Program provided in relation to it. If this clause is unenforceable for any reason, my total cumulative liability for all causes of action of any kind shall not exceed the total amount you have paid me for the online program.

Intellectual Property

15. COPYRIGHT:

The materials, hair painting techniques and resources that I provide to you are protected by copyright. They are for your personal use only and may not be copied or shared in any way without my written consent. Duplicating or sharing video content is considered an infringement of this agreement.

**** DON'T SKIM-READ THIS BIT! It's important to my gorgeous hair-loving friend (yes, you)!**

Please respect the time, effort and research I have put into this course creation. Please recommend this to your friends and hair besties, but do not share your logins because this is my personal income and method for earning a living. I take time off the salon floor to create educational content to help you learn better and earn better.

If you would like to suggest me to others, that would be awesome! I love referrals & am really grateful for them. I have many free samples of my education available online if you would like to share something with your hairdresser friends (so they don't need you to share your course log-in for a sample). These can be a great way to let others know about my style of education to help them choose if they would like to buy their own membership for this online program.

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Here are some handy links you are welcome to share with your hairdresser network of friends:

1. Colour Kristina Talks Podcast <https://plnk.to/colourkristinatalkspodcast>
2. @ColourKristina Instagram <https://www.instagram.com/colourkristina>
3. @ColourKristinaTalksPodcast Instagram <https://www.instagram.com/colourkristinatalkspodcast/>
4. Free Redhead Formula Guide for Hairdressers <https://www.kristinarussell.online/stealmyformulas>

This training is provided for your personal and professional development. This is not a program to share with others. You must not:

1. Share your login and password details with anyone else
2. Screen record any part of this online course, including the pre-recorded modules and live masterclasses or group coaching sessions
3. Have watch parties or group training sessions to watch this program with others
4. Play this in a salon team meeting or play this for any other use than personal professional development
5. Share any element of this programme with a registered training organisation, beauty college, TAFE or other educational institution
6. Screen share with anyone else whilst watching the live elements of the program
7. Reproduction of program materials is prohibited. Please refrain from duplicating any workbooks, cheat sheets, lesson notes or any associated reading materials shared with me directly or within the online course portal
8. Copy and redistribute any part of this program for personal or commercial gain

Confidentiality

16. COLLECTION OF CONFIDENTIAL INFORMATION:

Your personal information will be stored securely and kept completely confidential. It will not be shared with anyone or ever used for marketing. Don't worry! I don't like spam either.

When we are participating in group activities, such as live coaching sessions or member interactions in the Facebook group, let's keep it confidential and supportive of each other. What happens in the group, stays in the group. I plan to create an open approach to self-discovery and guided learning with hairdressers putting their new skills into practice.

Payment Terms

17. FORMS OF PAYMENT:

My online shop links to Stripe for quick and effective mobile commerce experiences. Payments can be accepted online securely from all over the globe. Your payment details are not stored with me. All payment details are securely managed by Stripe payments on my WordPress website and online program host Kajabi.

18. PAYMENT PLANS:

I offer a payment plan for my online course Hair Painting for Redheads. There are 2 payment options for the online program Hair Painting for Redheads. Prices are listed in US dollars as the currency.

You will notice on the online payment checkout page there are two options for payment. Choose the option that works best for you.

Please read this very carefully - This course is not a membership.

This course is an online program with pre-recorded tutorials and lifetime access. If you agree to these terms and conditions you are not entitled to request paying your instalments. This would be a breach of the agreement of purchase.

I offer payment plans to split the course amount into 6 instalments to help you spread the payments across 6 monthly charges. Those are 6 instalments charged at \$165 per month for 6 months.

The best value option is to pay in full with one payment of USD \$795 (you will save money if you pay the course program in full as opposed to selecting the payment plan).

During live launches, boot camps or special promotional events, this online course Hair Painting for Redheads may be offered at a limited-time special discounted price, which will always include a pay-in-full option and a payment plan. This may include a 6-month instalment plan as part of the special promotion payment plan as well as a pay-in-full option.

The payment plans are created to offer flexible options for students wanting to have instant access and pay the course enrolment fee in instalments. They are not a membership option that gives a student access whilst paying monthly instalments. The legal obligation and expectation is that the student will honour the instalment plan and pay in full.

The VIP upgrade is an optional upgrade for the investment of USD \$1,195 for students who would like to work more closely with me in 1:1 coaching sessions instead of the group coaching. The VIP Upgrade allows access to everything included with the online program, with the added opportunity of working in private sessions for your 4 coaching calls.

If you are experiencing financial difficulties or hardship we can assist you by pausing an instalment plan. This must be requested only in exceptional circumstances via email to hello@kristinarussell.com.au Your course access will be revoked during this time and reactivated for access when payments are resumed. Kristina Russell Hair Colour Pty Ltd has the right to deny this request.

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19. CURRENCY & GST:

I charge in US dollars. Hair Painting for Redhead's program price is listed in American currency of US dollars. This is a global program and the US dollar is most suitable for this purpose. Please note the current foreign exchange rates applicable at the time of purchase.

I am a registered Australian Business that is registered for GST (tax). All Australian customers/students are required to pay 10% goods and services tax within Australia, however, my program prices are GST inclusive so there are no additional tax charges at the checkout for you.

20. SECURITY POLICY:

I accept online payments. I do not keep records of participant/s credit card details. My online payments are through Stripe, which is a secure cloud-based payment system.

Refund Policy

21. CHANGE OF MIND:

I want you to be 100% confident when you enrol in Hair Painting Redheads.

Buy it, try it, apply it. I offer a full 100% satisfaction guarantee to participants who change their minds within 7 days of purchase if this program is not suitable for your educational goals.

** This is not applicable if you have watched all tutorials in the 7 days and completed the course because that indicates you were satisfied with the teachings to the point of course completion and no refund will be given.

*** This is also not applicable if you have watched 30% or more of the hair tutorials in the online course because that has given you an opportunity to choose what lessons you want to view and then request a refund. I have created this clause to protect my business from industry educators investing in the course without the intention to stick with the program or to buy the course to research my methods to replicate in their own teachings and to avoid students enrolling and learning from me without the intention of paying for the course.

Concerning any purchase, you must request your money back within 7 days of the purchase. You may request your money back by emailing hello@kristinarussell.com.au

That email must contain information about the product you purchased, the date of the purchase, and the email and name associated with any such purchase. You must also demonstrate that you have attempted to implement the program without success.

Upon determining that you are entitled to a refund under this policy, Kristina will promptly issue an instruction to its payment processor to issue the refund. Kristina does not control its payment processor and will not be able to expedite any refunds.

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If you receive a refund of any purchase through this money-back guarantee, that shall immediately terminate any licenses granted you to use the material provided to you under these Terms of Use or any other agreement. You shall immediately cease using the material and shall destroy all copies of the information provided to you, including without limitation: video recordings, audio recordings, forms, template documents, slide shows, membership areas, social media groups limited to paying members, and other resources.

LGBTQIA+ Non-Discrimination

22. [NON-DISCRIMINATION AND ANTI-BULLYING CLAUSE]

This clause is an integral part of the terms and conditions for students participating in our online courses. We are committed to fostering an inclusive and respectful learning environment where all students are treated with dignity and respect, regardless of their sexual orientation, gender identity, or gender expression. As such, we strictly prohibit any form of bullying, harassment, or intolerance targeting individuals who identify as LGBTQIA+ (Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, and other diverse sexual orientations and gender identities). I am an advocate for gender-free hair services and offer gender-affirming hair services within my salon business. My role as the Australian Advocate and Change Maker for the global alliance The Dresscode Project will be represented within our training sessions with gender-free pricing strategies and technique terminology. Inclusivity is good for the world and good for business.

Non-Discrimination Policy

We do not discriminate against any student or facilitator on the basis of their sexual orientation, gender identity, or gender expression. All individuals, regardless of their LGBTQIA+ status, will be treated fairly and equitably in all aspects of their participation in our online courses.

Anti-Bullying and Harassment

Bullying and harassment of any form, including but not limited to verbal, physical, written, or digital actions, aimed at LGBTQIA+ individuals, will not be tolerated within our online course community. Bullying and harassment may include derogatory comments, slurs, offensive jokes, exclusionary actions, cyberbullying, or any behaviour that creates an intimidating, hostile, or offensive environment for LGBTQIA+ individuals.

Reporting and Complaints

If you witness or experience any form of bullying, harassment, or intolerance within our online course community, we encourage you to report it promptly. Reports can be made to our designated support team, and all reports will be treated confidentially and with the utmost seriousness.

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Consequences

Any student found in violation of this non-discrimination and anti-bullying clause may face disciplinary action, including but not limited to warnings, suspension, or expulsion from the online course and exclusion from live coaching and masterclasses, as deemed appropriate by our administrative team.

Education and Awareness

We are committed to fostering understanding and respect for LGBTQI+ individuals within our online course community. We may provide resources, training, or awareness campaigns to help educate our students about LGBTQI+ issues and promote a more inclusive learning environment.

By participating in our online courses, you acknowledge and agree to adhere to this non-discrimination and anti-bullying clause. We believe in the value of diversity and inclusion and strive to create a safe and respectful space for all students to learn and grow. Your cooperation in maintaining this environment is essential for the success and well-being of our entire community.

No Guarantees As to Results

As set forth more fully in the Disclaimer, you agree that Kristina has not made any guarantees about the results of taking any action, whether recommended on this Website or not. Kristina Russell provides educational and informational resources that are intended to help users of this Website succeed. You nevertheless recognise that your ultimate success or failure will be the result of your own efforts, your particular situation, and innumerable other circumstances beyond the control and/or knowledge of the Company.

You also recognize that prior results do not guarantee a similar outcome. Thus, the results obtained by others - whether clients or students of Kristina Russell Education - applying the principles set out in this Program are no guarantee that you or any other person or entity will be able to obtain similar results.

If you would like to discuss if this course will meet your educational needs before enrolment please contact me to set up a 15-minute discovery session with a screen share option to have a preview of the lessons included in the online program. The best way to set that up is to email me directly at hello@kristinarussell.com.au

Jurisdiction & Dispute Resolution

If you have any issue or complaint arising out of the use of my online program or this Participant Agreement, we agree to make a genuine effort to resolve the dispute through negotiation and discussion.

- (i) **[NEGOTIATION]** If either of us has any concerns arising out of this agreement or my provision of the services, we agree that we shall communicate to make a genuine effort to seek a win/win solution and resolve any dispute by negotiation and discussion.

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- (ii) If you need to let me know you are upset and seeking a resolution I request that you put your concerns in writing to me as the best way to resolve any issues that may arise.
- (iii) If it is likely that disputes may end up in court and you need more formal protection in place: All information exchanged during this meeting or any subsequent dispute resolution process, shall be regarded as “without prejudice” communications for the purpose of settlement negotiations and shall be treated as confidential by everyone involved and their representatives, unless otherwise required by law. However, evidence that is independently admissible or discoverable shall not be rendered inadmissible or non-discoverable by virtue of its use during the dispute resolution process.]
- (iv) If we are unable to resolve a dispute by negotiation and discussion within 14 days, we agree to proceed to mediation with the assistance of an independent accredited mediator, seeking online dispute resolution or mediation by telephone if we are not both in New South Wales, Australia.]
- (v) The mediator is to be appointed by agreement between us or, failing agreement within 21 days of the negotiation period ending, the person initiating the dispute will seek the appointment of a dispute resolution professional by the President of the Law Society of New South Wales.
- (vi) We agree to share all the costs of mediation equally between us.]
- (vii) We agree that neither of us will commence legal action until, in the opinion of the independent mediator, the potential for negotiation and mediation has been exhausted.]
- (viii) Everyone involved in this agreement agrees that they will not publicly or privately disparage any other party or anyone associated with them, and will act in good faith to refrain from any conduct or communication that might reasonably be expected to interfere with any other party’s business or personal interests.]
- (ix) This agreement is subject to the governing law of New South Wales. Regardless of where you live in the world, you irrevocably agree that if the dispute resolution processes fail, the courts of New South Wales, and the Commonwealth of Australia, will have exclusive jurisdiction.

23. [MEDIATION]

If we are unable to resolve a dispute by negotiation and discussion within 14 days, the parties must proceed to mediation with the assistance of an accredited mediator who is independent of the parties. The mediator is to be appointed by agreement of the parties or, failing agreement within twenty-one (21) days of the first notification of the dispute, by a person appointed by the Chair of Resolution Institute, (ACN 008 651 232, Level 2, 13-15 Bridge Street, Sydney NSW 2000; telephone: 02 9251 3366, email: infoaus@resolution.institute) or the Chair’s designated representative. The Resolution Institute Mediation Rules shall apply to the mediation. We agree to share the costs of mediation equally between us.”

24. [LITIGATION]

It is a condition precedent to the right of either party to commence litigation other than for interlocutory relief that it has first offered to submit the dispute to mediation. Litigation is to be considered a last resort and may not be commenced until, in the opinion of the independent mediator, the potential for negotiation and mediation has been exhausted.