

SUNNAH HEALTH TERMS AND CONDITIONS

Sunnah Health offers holistic health and education services (massage therapy, hijama cupping, coaching, and worldwide health education courses online and in person) from Durham, North Carolina. The courses have been created so that professionals and individuals, alike, can obtain skills to improve their health and the health of others, establish a new career, and as a means for self-development.

Purchasing programs from our website at sunnahhealth.us, or by any other means, confirms your agreement to the terms and conditions contained within this agreement (the "Agreement"). Your agreement is a condition of your participation in our programs and your enrollment and payment implies that you have read this agreement in completion.

Terms and Conditions

1. General

1.1 Sunnah Health programs and courses are created for the purpose of offering support and education in the areas of holistic wellness, sunnah health knowledge, mind-body balance, and positive psychology. These tools serve to provide the client/student with a means to self-development and growth through coaching, while creating the opportunity to establish a career based upon our certification courses through training.

1.2 The Sunnah Health experience provides:

- A supportive, non-judgmental, and safe environment with deep listening as the foundation of support.
- State of the art knowledge, instruction, and direction when necessary.
- Quality personal and professional development
- Practical practitioner and business tools
- Integrative exercises
- Client/student resources

2. Content/Delivery/Duration

You understand and agree that:

Content

2.1 Access to all materials for coaching and courses is via a combination of live online coaching/instruction, independent activities, as well as required in-person training for those within the United States who are participating in our programs.

2.1.1 Lifetime access is granted to all graduates who successfully complete their program requirements and attain their certificates in the required time.

2.2 Depending on your selected program, the dashboard may include access to all or a combination of the following:

- Written Lesson Modules
- Embedded webinar lectures (core content)
- Downloadable PDFs (core content)
- Video resources
- Audio resources
- Access to coaching calls, trainings (1-to-1, group and self-study), demonstrations, interviews, masterclasses and tutorials for business, marketing and further observational learning.
- Business toolkits

Delivery

2.3 Upon enrollment you will be required to register your details to access course materials via the online client/student portal by providing the following information:

2.3.1 Name

2.3.2 Date of Birth

2.3.3 Address

2.3.4 Email address

2.3.5 Phone number

Password security

2.4 You must ensure the security and confidentiality of your registration details, including any username and/or password.

2.5 You must not allow any other person to use your password.

2.6 You must notify us immediately if you become aware of any unauthorized use of your registered details.

2.7 Information you provide is managed by our Privacy Policy.

2.8 In addition to the online client/student platform, each course may contain some or all of the following:

2.8.1 Live Group or 1:1 training or coaching calls.

2.8.2 Live Q&As and specialist training.

2.8.3 Email support with student mentors.

Certification Students

2.8.4 Two 30-minute one on one optional coaching sessions via phone or Zoom are included in the course fee for certification courses only.

2.8.5 Sessions should be scheduled via email by the student at support@sunnahhealth.us

2.8.6 Independent study courses and materials.

Program Duration

2.9 All certification courses must be completed within 3 months if group or 1:1 (live online), including case studies and other certifications.

2.9.1 Live online students who do not finish the course within 3 months, including case studies, will be required to pay a \$100 extension fee, which must be requested prior to original completion date.

2.9.2 Self-study courses can be completed at your leisure. However, course information can change at any time; and should the course be updated to the extent that pricing should change, you will be responsible for payment of additional fees before certification is issued.

3. Fees & Method of Payment

3.1. By purchasing the program(s), you agree to pay the advertised online price in US dollars (USD). Please check the equivalent in your local currency.

3.2. We reserve the right to change these prices from time to time. Please check the website for updated and current pricing information.

Payment Plans

Certification courses only.

3.3. Payment plans are available for all certification courses.

Certificate and Short courses

3.4. Payment plans are not available for shorter certificate courses.

3.5. Payment plan payments are pre-scheduled direct debit payments via PayPal or credit card and must

be completed by the midpoint of the course.

Missed payments

3.6. Payments not made on schedule will be considered missed payments and your access to the course materials will be revoked until payment is made.

Personal hardship

3.7. If you are unable to continue payments due to a personal hardship, you may request that your program be placed on hold for an agreed upon period. Please note that for our hijama certification course that is delivered live online, course sessions begin on a certain date and you would have to wait until the course is at the point where you left off. Your obligation to pay; however, would resume immediately.

If you are in a group program and miss more than one online live session while resolving payment issues or in pending status, you understand that you will be unable to catch up with the class and your student status will be “pending,” until the next training group begins and you can pick up where you left off. If you are in a 1-to-1 or self-study program, your program will be reopened once payment is resolved.

You understand that if you are required to enter pending status, you may remain pending for up to 120 days before you are able to catch up to another training group. While in pending status, you will not have access to your learning platform or any of its contents. If there is not another group training program scheduled within 120 days, on the 121st day you will be placed in self-study mode for the duration of the program. You will still be responsible for the original fee for your original program choice.

3.8. You agree that you will recommence study and payments on the agreed date.

Extension Fee

3.9. Once the coursework for your certification program is complete, you have an additional 7 weeks to complete practical work and submit case studies. If you do not submit case studies by the deadline, an extension fee of \$100 will be applied.

3.10. Where students fail to complete their course requirements and do not request an extension and pay the extension fee within 30 days of their original completion date, access to the course will be withdrawn until the situation is resolved.

3.11. Graduation certificates and certifications are issued only when a student’s tuition fees are paid in full and they have successfully completed all online quizzes, exams, and assessments, as well as having attended the in-person hands-on training and passed the practical assessment, completed 20 client sessions, and submitted case studies. In addition, the student must have also completed the Healthcare CPR First Aid, Bloodborne Pathogens, and HIPAA Certification courses.

4. Withdrawals, Cancellations, Refund requests.

You understand and agree:

4.1 Sunnah Health programs have been designed for participants who are committed to personal development and service success, and who understand that to gain the maximum benefit and results a commitment to complete the selected course is required.

Withdrawal

4.2 You may withdraw from any program at any time, however, refunds will be handled in accordance with our refund policy below.

4.3 Refund Policy

4.4 Requests for a refund will be managed according to our obligations and your rights as a consumer under United States law.

4.5 By participating in this Sunnah Health program, you understand that you are obligated to pay any program fee(s) and recurring service(s) fees, whether you choose to participate or not.

You can receive a full refund (minus a \$100 administrative fee) up to 7 days prior to the date that the course begins. Once the course begins, you can receive a 50% refund if you leave the course no more than 7 calendar days from the date you begin the course. Self-care course attendance is documented beginning the day you are given access to the student portal by email, whether or not you sign in or begin the course. Once the 8th day of the program has begun, refunds are no longer available. All refunds must be requested in writing to support@sunnahhealth.us.

4.6 Where a refund is agreed to, your refund will be processed within 48 hours, minus an administration fee of \$100 if a full refund is approved. For partial refunds, no administration fee is applied.

4.7 Where your payment method is via payment plan, the \$100 administrative fee will still be charged for full refunds. For partial refunds, no administrative fee is applied.

4.8 If you do not follow the refund policy requirements above, and if you fail to continue the program, you will remain liable for the balance for payment owed to Sunnah Health.

4.9 Failure to pay at any time is a breach of this Agreement and we are entitled to seek legal relief and remedy for this breach and to recover the debt owed by you.

4.10 Outstanding accounts will be referred to a third party for debt collection.

4.11 Any request for a refund must be in writing to support@sunnahhealth.us.

4.12 There are no refunds given for any reason for self-paced courses that do not involve certification and are delivered all at once, as all deliverable are granted to the recipient at once. Refunds are only considered in the case of certification courses in accordance with the refund policy.

5. Your Responsibilities

5.1 As a participant in our programs, you understand that you are expected to:

5.1.1 Demonstrate competency through completing every question, providing sufficient written explanations to display a sound understanding or application of concepts and tasks, personal insights, integrating and reflecting on practical tasks.

5.1.2 Complete the required number of practical application hours including:

- a. providing client feedback forms,
- b. verification of practical hours,
- c. an audio of 3 client sessions; and
- d. attending a minimum of 1 online coaching call.

5.1.3 Attend no less than 8 live online course sessions, tutorials or lectures to enable you to progress through your selected hijama course requirements.

5.1.4 Be non-judgmental, respectful and positive in your conduct and communication with all instructors and students.

5.1.5 Complete all modules, attend all calls and apply all practices within the required course completion time.

Live, Online Group Course Calls

5.1.6 You will respect the confidentiality of each participant in all group course calls and will not discuss another participant or their business, in either a personal or professional context, outside the group for any reason whatsoever without the express written permission of the participant.

6. Confidentiality

6.1 All information shared with Sunnah Health during individual coaching sessions is confidential and will not be shared with a third party unless required by law.

6.2 Personal and business information provided by you is managed by our Privacy Policy.

7. Intellectual Property and Copyright

7.1 All programs and materials available on this platform and within any program created by Sunnah Health are the property of Sunnah Health and are protected by copyright, trademark, and other intellectual property laws.

7.2 All material including but not limited to course content, manuals, videos, coaching toolkits, business toolkits and all other material is provided solely for your personal non-commercial use.

7.3 You may not use any of the materials available on this platform or within any course in a manner

that infringes on any of our rights or that has not been authorized by us.

7.4 You may not modify, copy, reproduce, republish, upload, post, transmit, translate, sell, create derivative works, exploit, or distribute in any manner or medium (including by email or other electronic means) any material from this platform or any course without the express permission of Sunnah Health. You may request such permission by emailing support@sunnahhealth.us.

8. Disclaimer

You understand and agree;

8.1 You have engaged Sunnah Health services and purchased products at your own risk and that all programs are provided as an educational and informational service or product only.

8.2 You shall refer any financial questions (business and development) which may arise to qualified professionals before making any financial or business development related decision during or as a result of completing any course.

8.3 You shall refer any medical questions (including psychological or emotional issues) which may arise during any course to qualified professionals.

8.4 You shall refer to a qualified professional before making any health-related decision during or as a result of participating in any program by Sunnah Health.

8.5 Sunnah Health does not offer any representations, warranties, or guarantees, verbally or in writing, regarding your results from any program.

8.6 Results are dependent on various factors including but not limited to, commitment, online skills, personal ability, and dedication, and in no way dependent on any information Sunnah Health provides to you.

8.7 You accept and agree that you are fully responsible for your progress and results from your selected course.

8.8 You accept and agree that you must complete all the program requirements to obtain the full benefit of the program.

8.9 You accept and agree that individual results may vary and that it is possible that you may not achieve the expected results and that the outcome is dependent upon your participation and personal skills and abilities and not the responsibility of Sunnah Health.

Earnings Disclaimer

8.10 Sunnah Health cannot and does not make any guarantees about your ability to get results or earn any money from any program or with our templates, tools, ideas, information or strategies.

8.11 You acknowledge that there is an inherent risk in any business enterprise or activity and there is no

guarantee that you will earn any money as a result of program undertaking.

9. Limitation of Liability

9.1 Sunnah Health guarantees all services are supplied to you with due care and skill and fit for the purpose that the services have been advertised.

9.2 To the extent that Sunnah Health is unable to exclude liability; total liability for loss or damage you suffer or incur from services by Sunnah Health is limited to re-supplying the services to you, or Sunnah Health refunding to you the amount you have paid for the services or products to which your claim relates, if applicable.

10. Jurisdiction

This Agreement must be read and construed according to the laws of the North Carolina, USA.

The Parties agree to submit to the jurisdiction of North Carolina, USA.

Thank you for reading this document in full. By continuing with your Sunnah Health program purchase and enrolment you agree to the terms and conditions of this program created by Sunnah Health.

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