

Referral Program – Terms & Conditions

1. Overview

HR Advice Online offers a referral incentive where eligible referrers may receive 12 months' complimentary access to MindWell Studio when they successfully refer a business that joins HR Advice Online as a paid member.

Participation in the referral program constitutes acceptance of these Terms & Conditions.

2. Definitions

For the purposes of these Terms & Conditions:

- **Member** refers to a business that has been referred through the referral program and has successfully purchased a paid HR Advice Online **HR membership**, with payment received and membership activated.
- **Referred Business** means a business entity that is introduced to HR Advice Online by a referrer and is not a current or former HR Advice Online client at the time of referral.
- **Referrer** means an eligible existing HR Advice Online client, approved partner, or referral contact who submits a referral in accordance with these Terms & Conditions.
- **HR Membership** means a paid HR Advice Online human resources membership product, as determined by HR Advice Online from time to time, and excludes complimentary access, trials, standalone services, safety-only memberships, or one-off consulting services.
- **MindWell Studio** means HR Advice Online's employee wellbeing, personal and professional development portal, provided subject to its own access terms.
- **Qualifying Referral** means a referral that meets all criteria outlined under What Is a Qualifying Referral in these Terms & Conditions.

3. Eligibility

This referral offer is available to:

- Existing HR Advice Online clients
- Approved partners and referral contacts

HR Advice Online reserves the right to determine eligibility at its discretion.

4. What Is a Qualifying Referral

A referral will be considered valid where:

- The referred business is new to HR Advice Online (not a current or former client), and
- The referral is submitted via the approved referral method (e.g. referral form or written email), and
- The referred business registers for a paid HR Advice Online HR membership and
- Membership payment has been successfully received.

If multiple referrals are received for the same business, the first referral received will be recognised.

5. Referral Reward

- The referrer will receive 12 months' complimentary access to MindWell Studio for their business.
- The reward applies to standard MindWell Studio access only.
- Access is provided to one business entity and its employees.
- No cash alternative, credit or substitution is available.

6. Activation of MindWell Studio Access

- Complimentary access will be activated once the referred business's membership has been confirmed.
- Access will commence from the activation date and remain available for 12 consecutive months.
- Access will automatically end at the conclusion of the 12-month period unless otherwise agreed.

7. Limitations

- One reward applies per successfully referred business.
- Multiple referrals may be made; however, rewards **do not stack or extend** beyond 12 months unless expressly agreed in writing.
- This referral offer cannot be combined with other promotions or incentives unless approved by HR Advice Online.

8. Referrer Responsibilities

Referrers must:

- Have permission to refer the business
- Ensure the referred business is aware their details have been shared
- Provide accurate and complete referral information

HR Advice Online accepts no responsibility for disputes arising from unauthorised referrals.

9. Non-Transferable

Referral rewards are **non-transferable**, non-exchangeable and cannot be redeemed for cash or credit.

10. Changes to the Program

HR Advice Online reserves the right to:

- Amend these Terms & Conditions
- Suspend or withdraw the referral program
- Decline referrals that do not meet eligibility criteria

Changes may be made at any time without prior notice.

11. General

- HR Advice Online's decision regarding referrals and rewards is final.

- These Terms & Conditions are governed by the laws of Australia.