

TERMS AND CONDITIONS OF USE

1. About the Application

1.1. Welcome to The Up Family (the 'Application').

The Application provides online project management applications. (the 'Services').

1.2. The Application is operated by The Up Family PTY. LTD. (ABN 63 630 879 159) . Access to and use of the Application, or any of its associated Products or Services, is provided by The Up Family.

Please read these terms and conditions (the 'Terms') carefully. By using, browsing and/or reading the Application, this signifies that you have read, understood and agree to be bound by the Terms. If you do not agree with the Terms, you must cease usage of the Application, or any of its Services, immediately.

1.3. The Up Family reserves the right to review and change any of the Terms by updating this page. When The Up Family updates the Terms, it will use reasonable endeavours to provide you with notice of updates to the Terms.

Any changes to the Terms take immediate effect from the date of their publication. Before you continue, we recommend you keep a copy of the Terms for your records.

2. Acceptance of the Terms

You accept the Terms by using or browsing the Application. You may also accept the Terms by clicking to accept or agree to the Terms where this option is made available to you by The Up Family in the user interface.

3. Subscription to use the Services

3.1. In order to access the Services, you must first purchase a subscription through the Application (the 'Subscription') and pay the applicable fee for the selected Subscription (the 'Subscription Fee').

3.2. In purchasing the Subscription, you acknowledge and agree that it is your responsibility to ensure that the Subscription you elect to purchase is suitable for your use.

3.3. Once you have purchased the Subscription, you will then be required to register for an account through the Application before you can access the Services (the 'Account').

3.4. As part of the registration process, or as part of your continued use of the Services, you may be required to provide personal information about yourself (such as identification or contact details), including: (a) Email address (b) Password



3.5. You warrant that any information you give to The Up Family in the course of completing the registration process will always be accurate, correct and up to date.

3.6. Once you have completed the registration process, you will be a registered member of the Application ('Member') and agree to be bound by the Terms. As a Member you will be granted immediate access to the Services from the time you have completed the registration process until the subscription period expires (the 'Subscription Period').

3.7. You may not use the Services and may not accept the Terms if:

- (a) you are not of legal age to form a binding contract with The Up Family; or
- (b) you are a person barred from receiving the Services under the laws of Australia or other countries including the country in which you are resident or from which you use the Services.

4. Your obligations as a Member

4.1. As a Member, you agree to comply with the following:

- (a) you will use the Services only for purposes that are permitted by: (i) the Terms; and (ii) any applicable law, regulation or generally accepted practices or guidelines in the relevant jurisdictions;
- (b) you have the sole responsibility for protecting the confidentiality of your password and/or email address. Use of your password by any other person may result in the immediate cancellation of the Services;
- (c) any use of your registration information by any other person, or third parties, is strictly prohibited. You agree to immediately notify The Up Family of any unauthorised use of your password or email address or any breach of security of which you have become aware;
- (d) access and use of the Application is limited, nontransferable and allows for the sole use of the Application by you for the purposes of The Up Family providing the Services;
- (e) you will not use the Services or the Application in connection with any commercial endeavours except those that are specifically endorsed or approved by the management of The Up Family;
- (f) you will not use the Services or Application for any illegal and/or unauthorised use which includes collecting email addresses of Members by electronic or other means for the purpose of sending unsolicited email or unauthorised framing of or linking to the Application;
- (g) you agree that commercial advertisements, affiliate links, and other forms of solicitation may be removed from the Application without notice and may result in termination of the Services. Appropriate legal action will be taken by The Up Family for any illegal or unauthorised use of the Application; and
- (h) you acknowledge and agree that any automated use of the Application or its Services is prohibited.

5. Payment

5.1. Where the option is given to you, you may make payment of the Subscription Fee by way of:

(a) Credit Card Payment ('Credit Card')

5.2. All payments made in the course of your use of the Services are made using Stripe. In using the Application, the Services or when making any payment in relation to your use of the Services, you warrant that you have read, understood and agree to be bound by the Stripe terms and conditions which are available on their Application.

5.3. You acknowledge and agree that where a request for the payment of the Subscription Fee is returned or denied, for whatever reason, by your financial institution or is unpaid by you for any other reason, then you are liable for any costs, including banking fees and charges, associated with the Subscription Fee .

5.4. You agree and acknowledge that The Up Family can vary the Subscription Fee at any time and that the varied Subscription Fee will come into effect following the conclusion of the existing Subscription Period.

6. Refund Policy

6.1 The Up Family will provide you with a refund of the Subscription Fee in the event they are unable to continue to provide the Services or if the manager of The Up Family makes a decision, at its absolute discretion, that it is reasonable to do so under the circumstances .

Where this occurs, the refund will be in the proportional amount of the Subscription Fee that remains unused by the Member (the 'Refund').

7. Copyright and Intellectual Property

7.1. The Application, the Services and all of the related products of The Up Family are subject to copyright. The material on the Application is protected by copyright under the laws of Australia and through international treaties. Unless otherwise indicated, all rights (including copyright) in the Services and compilation of the Application (including but not limited to text, graphics, logos, button icons, video images, audio clips, Application, code, scripts, design elements and interactive features) or the Services are owned or controlled for these purposes, and are reserved by The Up Family or its contributors.

7.2. All trademarks, service marks and trade names are owned, registered and/or licensed by The Up Family, who grants to you a worldwide, non-exclusive, royalty-free, revocable license whilst you are a Member to:

(a) use the Application pursuant to the Terms; The Up Family does not grant you any other rights whatsoever in relation to the Application or the Services. All other rights are expressly reserved by The Up Family.



- (b) copy and store the Application and the material contained in the Application in your device's cache memory; and
- (c) print pages from the Application for your own personal and non-commercial use.

7.3. The Up Family retains all rights, title and interest in and to the Application and all related Services. Nothing you do on or in relation to the Application will transfer any: to you.

- (a) business name, trading name, domain name, trade mark, industrial design, patent, registered design or copyright, or
- (b) a right to use or exploit a business name, trading name, domain name, trade mark or industrial design, or
- (c) a thing, system or process that is the subject of a patent, registered design or copyright (or an adaptation or modification of such a thing, system or process),

7.4. You may not, without the prior written permission of The Up Family and the permission of any other relevant rights owners: broadcast, republish, up-load to a third party, transmit, post, distribute, show or play in public, adapt or change in any way the Services or third party Services for any purpose, unless otherwise provided by these Terms. This prohibition does not extend to materials on the Application, which are freely available for re-use or are in the public domain.

8. Privacy

The Up Family takes your privacy seriously and any information provided through your use of the Application and/or Services are subject to The Up Family's Privacy Policy, which is available at www.up-family.com.au.

9. General Disclaimer

9.1. Nothing in the Terms limits or excludes any guarantees, warranties, representations or conditions implied or imposed by law, including the Australian Consumer Law (or any liability under them) which by law may not be limited or excluded.

9.2. Subject to this clause, and to the extent permitted by law:

- (a) all terms, guarantees, warranties, representations or conditions which are not expressly stated in the Terms are excluded; and
- (b) The Up Family will not be liable for any special, indirect or consequential loss or damage (unless such loss or damage is reasonably foreseeable resulting from our failure to meet an applicable Consumer Guarantee), loss of profit or opportunity, or damage to goodwill arising out of or in connection with the Services or these Terms (including as a result of not being able to use the Services or the late supply of the Services), whether at common law, under contract, tort (including negligence), in equity, pursuant to statute or otherwise.

9.3. Everything on the Application and the Services is provided to you "as is" and "as available".

10. Competitors

If you are in the business of providing similar Services for the purpose of providing them to users for a commercial gain, whether business users or domestic users, then you are a competitor of The Up Family. Competitors are not permitted to use or access any information or content on our Application. If you breach this provision, The Up Family will hold you fully responsible for any loss that we may sustain and hold you accountable for all profits that you might make from such a breach.

11. Limitation of liability

11.1. The Up Family's total liability arising out of or in connection with the Services or these Terms, however arising, including under contract, tort (including negligence), in equity, under statute or otherwise, will not exceed the resupply of the Services to you.

12. Termination of Contract

12.1. The Terms will continue to apply until terminated by either you or by The Up Family as set out below.

12.2. If you want to terminate the Terms, you may do so by:

- (a) not renewing the Subscription prior to the end of the Subscription Period;
- (b) providing The Up Family with 1 days' notice of your intention to terminate; and
- (c) closing your accounts for all of the services which you use, where The Up Family has made this option Your notice should be sent, in writing, to The Up Family via the 'Contact Us' link on our homepage, available to you.

12.3. The Up Family may at any time, terminate the Terms with you if:

- (a) you do not renew the Subscription at the end of the Subscription Period;
- (b) you have breached any provision of the Terms or intend to breach any provision;
- (c) The Up Family is required to do so by law;
- (d) the provision of the Services to you by The Up Family is, in the opinion of The Up Family, no longer commercially viable.

12.4. Subject to local applicable laws, The Up Family reserves the right to discontinue or cancel your membership at any time and may suspend or deny, in its sole discretion, your access to all or any portion of the Application or the Services without notice if you breach any provision of the Terms or any applicable law or if your conduct impacts The Up Family's name or reputation or violates the rights of those of another party.

13. Support

13.1. The Up Family agrees to provide all training and support that is practicably possible for the use of our services. Support can be accessed through

- (a) Phone 0412228880
- (b) By appointment at your worksite
- (c) online

The Up Family do not charge any additional fees for support or training.

14. Dispute Resolution

14.1. Compulsory: If a dispute arises out of or relates to the Terms, either party may not commence any Tribunal or Court proceedings in relation to the dispute, unless the following clauses have been complied with (except where urgent interlocutory relief is sought).

14.2. Notice: A party to the Terms claiming a dispute ('Dispute') has arisen under the Terms, must give written notice to the other party detailing the nature of the dispute, the desired outcome and the action required to settle the Dispute.

14.3. Resolution: On receipt of that notice ('Notice') by that other party, the parties to the Terms ('Parties') must:

- (a) Within 14 days of the Notice endeavour in good faith to resolve the Dispute expeditiously by negotiation or such other means upon which they may mutually agree;
- (b) If for any reason whatsoever, 14 days after the date of the Notice, the Dispute has not been resolved, the Parties must either agree upon selection of a mediator or request that an appropriate mediator be appointed by the President of the Australian Mediation Association or his or her nominee;
- (c) The Parties are equally liable for the fees and reasonable expenses of a mediator and the cost of the venue of the mediation and without limiting the foregoing undertake to pay any amounts requested by the mediator as a precondition to the mediation commencing. The Parties must each pay their own costs associated with the mediation;
- (d) The mediation will be held in Bonner House 7 Neptune St , Woden, Australian Capital Territory, 2607, Australia. Can also be attended online.

14.4. Confidential All communications concerning negotiations made by the Parties arising out of and in connection with this dispute resolution clause are confidential and to the extent possible, must be treated as "without prejudice" negotiations for the purpose of applicable laws of evidence.

14.5. Termination of Mediation: If 4 Weeks have elapsed after the start of a mediation of the Dispute and the Dispute has not been resolved, either Party may ask the mediator to terminate the mediation and the mediator must do so.

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15. Venue and Jurisdiction The Services offered by The Up Family is intended to be viewed by residents of Australia. In the event of any dispute arising out of or in relation to the Application, you agree that the exclusive venue for resolving any dispute shall be in the courts of Australian Capital Territory, Australia.

16. Governing Law The Terms are governed by the laws of Australian Capital Territory, Australia. Any dispute, controversy, proceeding or claim of whatever nature arising out of or in any way relating to the Terms and the rights created hereby shall be governed, interpreted and construed by, under and pursuant to the laws of Australian Capital Territory, Australia, without reference to conflict of law principles, notwithstanding mandatory rules. The validity of this governing law clause is not contested. The Terms shall be binding to the benefit of the parties hereto and their successors and assigns.

17. Independent Legal Advice Both parties confirm and declare that the provisions of the Terms are fair and reasonable and both parties having taken the opportunity to obtain independent legal advice and declare the Terms are not against public policy on the grounds of inequality or bargaining power or general grounds of restraint of trade.

18. Severance If any part of these Terms is found to be void or unenforceable by a Court of competent jurisdiction, that part shall be severed and the rest of the Terms shall remain in force.