



JTS服務條款與細則

生效日期：2026年10月21日

JTS服務不屬於臨床醫療，服務條款與細則遵守《2010年競爭與消費者法》（包含澳洲消費者法 ACL）和《1987年新州公平貿易法》（NSW Fair Trading Act 1987）。

1. 經營者

本條款由 Yuanru Jenni Lu（以 **Jenni True Self「簡稱JTS」** 商業名義經營，ABN 47 227 005 489）提供（以下稱「經營者」）。

經營者以個人獨資經營者（sole trader）形式營運，並依法承擔其作為經營者應承擔的責任。

本條款受澳洲新南威爾士州適用法律及澳洲聯邦法律管轄，包括《澳洲消費者法》（Australian Consumer Law）。

2. 服務內容

2.1 本服務為期六週的線上小組工作坊，共六節，每星期一節，通過 Zoom 實時進行。

2.2 每組三至六名參加者，全部課程均由經營者本人主持及引導。

2.3 工作坊以廣東話及普通話進行。

2.4 工作坊旨在協助參加者探索個人及家庭關係中的深層模式，促進內在成長，讓愛與關係重新流通。具體內容及進度會根據參加者的實際情況作適當調整。每位參加者的體驗及進展可能不同。

2.5 工作坊部分環節可能進行錄影，不提供完整課程錄像或課後重播。缺席及補課安排請參閱第4條及《私隱政策》第10條。

2.6 本服務屬於體驗式引導及個人成長服務，並非心理治療、心理諮詢、心理診斷或醫療服務，亦不能取代註冊醫療或心理健康專業人員提供的評估、治療或建議。經營者並非註冊心理學家或註冊醫療從業員。

2.7 每位參加者的經歷及結果均有所不同。經營者不會保證任何特定的情感、關係、家庭或個人成長結果。

3. 報名及費用

3.1 報名流程如下：

- 通過 WhatsApp 聯絡經營者；
- 安排一次30分鐘免費初步對談，瞭解參加者的需要及本服務是否適合；
- 雙方確認適合參加後，安排付款及確認報名。

本網站不設網上報名表格。

3.2 六週工作坊的總費用為 **AUD 2,200**。

3.3 本業務目前未註冊 GST，因此不會就本服務收取 GST。經營者會按照適用規定提供付款收據或相關記錄。

3.4 參加者可選擇一次性全額付款 AUD 2,200，或分兩期付款，每期 AUD 1,100。分期付款安排請參閱第5.3條。

3.5 付款方式為銀行轉賬，付款資料會在確認報名時另行提供。

3.6 名額有限，報名須經經營者確認，並以收到約定款項的時間及報名確認情況為準。

4. 出席及補課安排

4.1 參加者報名後，應盡合理努力出席全部六節工作坊，並準時參加。

4.2 如參加者因事無法出席某節課程，須儘可能提前至少24小時通知經營者，並與經營者協商補課安排。

4.3 補課的時間及方式由經營者根據個別情況、課程安排及實際條件與參加者商定。補課並非自動保證，亦不保證一定能夠安排在原定課程以外的時間進行。

4.4 如參加者未事先通知而缺席，經營者可將該節視為已安排但未獲參加者使用的課程，不保證另行補課。

4.5 缺席、遲到或未能完成課程，不會自動產生退款權利；但本條不影響參加者根據《澳洲消費者法》或其他適用法律享有的權利。

5. 退款、取消及分期付款

5.1 七日內全額退款

參加者可在首次付款之日起七個日曆日內，以電郵向經營者提出書面退款申請，無須說明理由或提供證明。

在適用本條的情況下，經營者會全額退還已收取的課程費用，並在合理時間內辦理退款。

本條不影響參加者根據適用法律享有的其他權利。

5.2 七日之後的個人取消

七個日曆日後，如參加者因個人原因決定退出、改變計劃或無法繼續參加，原則上不提供自願性退款。

但如服務未能按約提供、發生適用法律規定的退款情形，或雙方另有書面協議，則按適用法律及相關協議處理。

5.3 分期付款

如參加者選擇分兩期付款，付款安排如下：

- **第一期：** AUD 1,100，於報名確認後一個日曆日內繳付。
- **第二期：** AUD 1,100，須於首節工作坊開始前至少七個日曆日付清。
- 如第二期款項到期後仍未繳付，經營者會與參加者聯絡並給予合理機會處理。若款項逾期七個日曆日仍未付清，經營者可取消報名並釋放名額。
- 已繳付的第一期款項，按第5.1條、第5.2條及適用法律處理。
- 第二期款項一經繳付，如參加者之後因個人原因退出，原則上不作自願性退款；但適用法律另有規定的除外。

5.4 經營者取消工作坊

如經營者取消整期工作坊而不提供合理的替代安排，經營者會退還該期工作坊已收取的全部費用。

5.5 經營者終止參加者的參與

如經營者基於合理原因，認為本服務不適合參加者，或繼續參與可能影響參加者或其他組員的安全及小組運作，經營者可拒絕報名或終止其參與。

如終止參與，經營者會根據未提供的課程部分及已提供服務的實際情況，合理計算應退還的費用，並書面通知參加者計算方式。退款安排亦須符合適用法律。

5.6 澳洲消費者法

本條款不排除、限制或修改《澳洲消費者法》或其他適用法律賦予參加者的任何不可排除的權利。

6. 保密及小組隱私

6.1 所有參加者均須尊重其他組員的隱私。未經有關人士明確同意，不得向小組以外的人披露可識別其他組員身份的個人資料、家庭背景、個人經歷或分享內容。

6.2 經營者會對參加者在初步對談及工作坊中分享的內容予以保密，並按照《私隱政策》及適用法律處理相關資料。

6.3 如法律要求或授權披露相關資料，經營者可在法律允許的範圍內作出必要披露。

6.4 未經參加者另行明確同意，經營者不會公開使用可識別該參加者身份的分享內容、故事或引述作為宣傳、見證、案例或營銷材料。

6.5 由於工作坊屬於小組形式，經營者無法絕對保證其他參加者一定遵守保密要求。因此，參加者應自行決定分享的深度，並避免披露不願讓其他組員知悉的資料。

6.6 錄影及錄音

30分鐘初步對談及部分工作坊環節可能進行錄影或錄音，擬定用途為經營者的內部服務檢討及研究，不用於公開宣傳、社交媒體發佈或對外銷售。

錄製前，經營者會說明錄製目的、使用方式、可接觸資料的人士及保存期限，並在適用法律要求的情況下取得明確同意。

如錄製涉及其他組員的影像、聲音或個人分享內容，經營者會事先說明相關安排並取得適當同意。

未經另行明確同意，經營者不會公開發布可識別參加者身份的錄影或分享內容。

詳細安排請參閱《私隱政策》第10條。

7. 參加者責任及個人準備

7.1 參加者應在報名時認真考慮自己目前的狀態，並願意以開放、尊重及適合自己的節奏參與個人成長練習。

參加者無須保證自己時刻情緒穩定，亦無須為了完成練習而分享不願披露的個人經歷。

7.2 參加者須自備穩定的網絡連接，以及能夠正常使用 Zoom 的適用裝置。

7.3 參加者須尊重其他組員的個人界限、隱私及不同觀點，併為自己的決定和行動負責。

7.4 本服務不提供醫療、心理治療、法律或財務建議，亦不代替參加者作出個人、家庭或關係方面的決定。

7.5 如果參加者正在接受精神健康或醫療方面的治療，或不確定自己目前是否適合參加，建議先諮詢相關註冊醫療或心理健康專業人員，並在初步對談中與經營者討論服務是否適合其當前需要。

7.6 如果參加者在工作坊期間感到明顯不適，可以暫停練習、暫時離開，改期或向經營者表達需要。經營者可根據合理的安全及服務適當考慮，建議參加者尋求專業支持，或在適當情況下終止其參與，並按照第5.5條處理相關退款事宜。

8. 知識產權及免責聲明

8.1 知識產權

工作坊的原創內容、講義、練習表格及其他由經營者提供的教學材料，其著作權及相關知識產權歸經營者或相關權利人所有。

8.2 個人使用限制

參加者可將相關材料用於個人學習及成長，但未經經營者書面許可，不得截圖、複製、出售、散佈、公開發布、轉授權或用於商業用途。

參加者亦不得將工作坊材料用於舉辦未經授權的課程、培訓或其他商業活動。

8.3 免責聲明 (Disclaimer)

家族系統排列**不等於臨床醫學治療**。本服務不能替代專業的醫療、精神科診斷或藥物治療。若您有自殘或嚴重精神疾病傾向，請尋求急救醫療；在澳洲如遇緊急情況，請致電 000。

9. 更改課程時間及技術問題

9.1 如經營者需要更改課節日期或時間，會盡可能提前通知參加者，並安排合理的替代時段。

9.2 如因經營者方面的技術問題導致整節課程無法進行，經營者會合理安排補課或其他適當處理方式。

9.3 如參加者因個人設備、網絡或其他個人原因未能連接 Zoom，經營者會在合理可行的範圍內提供基本協助，但不保證能夠恢復該節課程或另行安排補課。

9.4 如遇不可合理預見或無法合理控制的情況，導致工作坊無法按原計劃進行，經營者會盡快通知參加者，並協商合理的替代安排。任何退款或其他補救均以本條款及適用法律為準。

10. 個人資料及私隱

經營者會按照《私隱政策》收集、使用、保存及處理參加者的個人資料。

參加者可參閱網站公佈的《私隱政策》，瞭解有關資料收集、使用、儲存、錄影及個人私隱權利的詳細安排。

11. 條款更新

11.1 經營者可因服務安排、業務運作或法律要求而修訂本條款，並在網站公佈更新版本及生效日期。

11.2 除法律另有規定或雙方另有書面協議外，已確認報名的參加者適用報名時已提供並同意的條款版本。

11.3 任何對已確認報名者產生重大不利影響的變更，不會僅因網站公佈而自動適用於其既有報名安排。

11.4 如本條款任何部分被認定為無效或不可執行，其餘條款在法律允許的範圍內繼續有效。

12. 聯絡方式

如對本服務、報名、付款、退款或個人資料處理有任何疑問，請通過以下方式聯絡經營者：

- **經營者姓名：**Yuanru Jenni Lu
- **商業名稱：**Jenni True Self
- **ABN：**47 227 005 489
- **聯絡電郵：**hello@trueselfofficial.com
- **WhatsApp：**+61 434 202 628
- **網站：**trueselfofficial.com

報名確認

報名及付款前，請仔細閱讀並理解本服務條款及《私隱政策》。如有任何疑問，請先與經營者溝通，並在充分了解服務內容、參與安排及相關條款後決定是否報名。

本條款旨在清晰說明雙方的權利與責任，並不取代任何適用法律賦予參加者的權利。

JTS TERMS AND CONDITIONS

Effective Date: 21 October 2026

JTS services are not clinical medical services. These Terms and Conditions are governed by applicable Australian laws, including the *Competition and Consumer Act 2010* (Cth), which incorporates the Australian Consumer Law (ACL), and the *Fair Trading Act 1987* (NSW).

1. Service Provider

These Terms and Conditions apply to services provided by **Yuanru Jenni Lu**, trading as **Jenni True Self** (referred to as “JTS” or the “Service Provider”), ABN 47 227 005 489.

The Service Provider operates as a sole trader and is legally responsible for the obligations applicable to the business.

These Terms and Conditions are governed by the applicable laws of New South Wales and the Commonwealth of Australia, including the Australian Consumer Law (ACL).

2. Description of Services

2.1 The service is a six-week online group workshop consisting of six sessions, with one session each week, conducted live via Zoom.

2.2 Each group consists of three to six participants. All sessions are facilitated and guided by the Service Provider.

2.3 The workshop is conducted in Cantonese and Mandarin.

2.4 The workshop aims to help participants explore deeper patterns in their personal and family relationships, support inner growth, and help love and connection flow more freely. The content and pace may be reasonably adjusted according to participants' circumstances. Each participant's experience and progress may differ.

2.5 Selected portions of the workshop may be recorded. Full session recordings and post-workshop replays will not be provided. Please refer to Section 4 of these Terms and Conditions and Section 10 of the Privacy Policy for attendance, make-up session and recording arrangements.

2.6 This service is an experiential facilitation and personal development service. It is not psychological therapy, counselling, psychological diagnosis or medical treatment, and does not replace assessment, treatment or advice provided by registered medical or mental health professionals. The Service Provider is not a registered psychologist or registered medical practitioner.

2.7 Each participant's experience and outcomes will differ. The Service Provider does not guarantee any specific emotional, relationship, family or personal development outcome.

3. Registration and Fees

3.1 Registration Process

The registration process is as follows:

- Contact the Service Provider via WhatsApp.
- Arrange a free 30-minute introductory consultation to discuss the participant's needs and whether the service is suitable.
- Once both parties agree that the service is suitable, arrange payment and confirm registration.

There is no online registration form on the website.

3.2 The total fee for the six-week workshop is **AUD \$2,200**.

3.3 The business is not currently registered for GST and therefore does not charge GST on this service. The Service Provider will provide a payment receipt or relevant payment record in accordance with applicable requirements.

3.4 Participants may choose to pay the full fee of AUD \$2,200 in one payment or in two instalments of AUD \$1,100 each. Please refer to Section 5.3 for the instalment payment arrangements.

3.5 Payment must be made by bank transfer. Payment details will be provided separately when registration is being confirmed.

3.6 Places are limited. Registration is subject to confirmation by the Service Provider and will depend on the timing of receipt of the agreed payment and confirmation of registration.

4. Attendance and Make-Up Sessions

4.1 After registering, participants are expected to make reasonable efforts to attend all six workshop sessions and arrive on time.

4.2 If a participant is unable to attend a session, they must notify the Service Provider at least 24 hours in advance where reasonably possible and discuss possible make-up arrangements.

4.3 The timing and format of any make-up session will be agreed between the Service Provider and the participant, taking into account the individual circumstances, workshop schedule and practical availability. Make-up sessions are not automatic or guaranteed, and may not necessarily be available outside the originally scheduled session times.

4.4 If a participant is absent without prior notice, the Service Provider may treat the session as scheduled but unused by the participant. A replacement session is not guaranteed.

4.5 Absence, lateness or failure to complete a session does not automatically entitle the participant to a refund. However, this provision does not affect any rights the participant may have under the Australian Consumer Law or other applicable legislation.

5. Refunds, Cancellations and Instalment Payments

5.1 Full Refund Within Seven Days

Participants may request a full refund in writing by email within seven calendar days from the date of their first payment. No reason or supporting evidence is required.

Where this provision applies, the Service Provider will refund the full amount of the workshop fees received and process the refund within a reasonable timeframe.

This provision does not affect any other rights the participant may have under applicable law.

5.2 Voluntary Cancellation After Seven Days

After the seven-calendar-day period has expired, voluntary refunds will generally not be provided if a participant decides to withdraw, changes their plans or is unable to continue participating for personal reasons.

However, if the service is not provided as agreed, a refund is required under applicable law, or the parties have entered into a separate written agreement, the matter will be handled in accordance with applicable law and the relevant agreement.

5.3 Instalment Payments

Participants who choose to pay in two instalments must comply with the following payment schedule:

- **First instalment:** AUD \$1,100, payable within one calendar day after registration is confirmed.
- **Second instalment:** AUD \$1,100, payable in full at least seven calendar days before the first workshop session.
- If the second instalment remains unpaid when due, the Service Provider will contact the participant and provide a reasonable opportunity to resolve the outstanding payment. If the payment remains outstanding for seven calendar days after its due date, the Service Provider may cancel the registration and release the place.
- The first instalment will be dealt with in accordance with Sections 5.1 and 5.2 and applicable law.
- Once the second instalment has been paid, it will generally not be refunded if the participant subsequently withdraws for personal reasons, except where otherwise required by applicable law.

5.4 Cancellation by the Service Provider

If the Service Provider cancels the entire workshop program and does not offer a reasonable alternative arrangement, all fees received for that workshop program will be refunded.

5.5 Termination of a Participant's Participation by the Service Provider

The Service Provider may refuse a registration or terminate a participant's participation if, on reasonable grounds, the service is considered unsuitable for the participant, or continued participation may affect the safety of the participant or other group members or the proper functioning of the group.

If participation is terminated, the Service Provider will reasonably calculate any refund due, taking into account the sessions not provided and the services already delivered. The calculation will be communicated to the participant in writing. Any refund arrangement must comply with applicable law.

5.6 Australian Consumer Law

Nothing in these Terms and Conditions excludes, restricts or modifies any non-excludable rights the participant may have under the Australian Consumer Law or other applicable legislation.

6. Confidentiality and Group Privacy

6.1 All participants must respect the privacy of other group members. Without the express consent of the relevant person, participants must not disclose to anyone outside the group any personal information, family background, personal experiences or shared content that could identify another group member.

6.2 The Service Provider will keep confidential the information shared by participants during introductory consultations and workshops and will handle such information in accordance with the Privacy Policy and applicable law.

6.3 The Service Provider may disclose relevant information where required or authorised by law, to the extent legally permitted or required.

6.4 Without the participant's separate and express consent, the Service Provider will not publicly use any story, personal sharing or quotation that identifies the participant for promotional purposes, testimonials, case studies or marketing materials.

6.5 As the workshop takes place in a group setting, the Service Provider cannot absolutely guarantee that other participants will comply with their confidentiality obligations. Participants should therefore use their own discretion when deciding how much to share and avoid disclosing information they do not wish other group members to know.

6.6 Audio and Video Recordings

The 30-minute introductory consultation and selected portions of workshop sessions may be recorded. The intended purpose is for the Service Provider's internal service review and research only. Recordings will not be used for public promotion, social media publication or external commercial sale.

Before recording, the Service Provider will explain the purpose of the recording, how it will be used, who may access the information and how long it will be retained. Express consent will be obtained where required by applicable law.

If a recording includes the image, voice or personal disclosures of other group members, the Service Provider will explain the relevant arrangements in advance and obtain appropriate consent.

Without separate and express consent, the Service Provider will not publicly publish recordings or shared content that identifies a participant.

For further details, please refer to Section 10 of the Privacy Policy.

7. Participant Responsibilities and Personal Readiness

7.1 At the time of registration, participants should carefully consider their current circumstances and be willing to engage in personal development exercises with openness, respect and at a pace appropriate to them.

Participants are not required to remain emotionally stable at all times, nor are they required to disclose personal experiences they do not wish to share in order to complete an exercise.

7.2 Participants must provide their own reliable internet connection and a suitable device capable of running Zoom.

7.3 Participants must respect the personal boundaries, privacy and differing views of other group members and remain responsible for their own decisions and actions.

7.4 This service does not provide medical advice, psychological therapy, legal advice or financial advice. It does not make personal, family or relationship decisions on behalf of participants.

7.5 Participants who are receiving mental health or medical treatment, or who are unsure whether the workshop is suitable for their current circumstances, are encouraged to consult an appropriately registered medical or mental health professional. They may also discuss the suitability of the service with the Service Provider during the introductory consultation.

7.6 If a participant experiences significant discomfort during a workshop, they may pause an exercise, temporarily leave the session, discuss rescheduling or communicate their needs to the Service Provider. Having regard to reasonable safety considerations and the suitability of the service, the Service Provider may recommend that the participant seek professional support or, where appropriate, terminate their participation. Any related refund will be handled in accordance with Section 5.5.

8. Intellectual Property and Disclaimer

8.1 Intellectual Property

Copyright and other intellectual property rights in the original workshop content, handouts, exercise worksheets and other teaching materials provided by the Service Provider belong to the Service Provider or the relevant rights holders.

8.2 Restrictions on Personal Use

Participants may use the materials for their own personal learning and development. Without the Service Provider's prior written permission, participants must not screenshot, reproduce, sell, distribute, publicly publish, sublicense or use the materials for commercial purposes.

Participants must not use the workshop materials to conduct unauthorised courses, training programs or other commercial activities.

8.3 Disclaimer

Family Constellation Services are **not clinical medical treatment**. This service does not replace professional medical care, psychiatric assessment or prescribed medication.

If you are experiencing suicidal thoughts, urges to self-harm or symptoms of a serious mental health condition, please seek urgent assistance from an appropriate medical or mental health professional. In an emergency in Australia, call 000.

9. Changes to Session Times and Technical Issues

9.1 If the Service Provider needs to change a session date or time, participants will be notified as far in advance as reasonably practicable, and a reasonable alternative time will be arranged.

9.2 If a session cannot proceed because of a technical issue on the Service Provider's side, the Service Provider will make reasonable arrangements for a make-up session or another appropriate solution.

9.3 If a participant is unable to connect to Zoom because of their own device, internet connection or other personal circumstances, the Service Provider will provide basic assistance where reasonably practicable. However, the Service Provider does not guarantee that the missed session can be recovered or that a make-up session will be arranged.

9.4 If circumstances that could not reasonably have been foreseen or controlled prevent the workshop from proceeding as planned, the Service Provider will notify participants as soon as practicable and discuss reasonable alternative arrangements. Any refund or other remedy will be determined in accordance with these Terms and Conditions and applicable law.

10. Personal Information and Privacy

The Service Provider will collect, use, retain and handle participants' personal information in accordance with the Privacy Policy.

Participants may refer to the Privacy Policy published on the website for details regarding the collection, use and storage of personal information, recordings and their privacy rights.

11. Updates to These Terms and Conditions

11.1 The Service Provider may amend these Terms and Conditions due to changes in service arrangements, business operations or legal requirements. The updated version and its effective date will be published on the website.

11.2 Unless otherwise required by law or agreed by the parties in writing, participants whose registrations have already been confirmed will be subject to the version of the Terms and Conditions provided to and accepted by them at the time of registration.

11.3 Any material change that adversely affects a participant with a confirmed registration will not automatically apply to that existing registration merely because the change has been published on the website.

11.4 If any part of these Terms and Conditions is found to be invalid or unenforceable, the remaining provisions will continue to apply to the extent permitted by law.

12. Contact Details

If you have any questions about the service, registration, payments, refunds or the handling of personal information, please contact the Service Provider using the details below:

- **Service Provider:** Yuanru Jenni Lu
- **Business Name:** Jenni True Self
- **ABN:** 47 227 005 489
- **Email:** hello@trueselfofficial.com
- **WhatsApp:** +61 434 202 628
- **Website:** trueselfofficial.com

Registration Acknowledgement

Before registering and making payment, please read and understand these Terms and Conditions and the Privacy Policy carefully.

If you have any questions, please contact the Service Provider before registering. You should make your decision only after you understand the nature of the service, the participation arrangements and the applicable terms.

These Terms and Conditions are intended to clarify the rights and responsibilities of both parties and do not replace or limit any rights participants may have under applicable law.