GOALBI ACADEMY

Terms of Service

Effective Date	November 2, 2026
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Issued by	Goalbi LLC, 4600 South Pinnacle Hills Pkwy., Rogers, AR 72758, United States
Website	academy.goalbi.com
Contact	support@goalbi.com

These Terms of Service form a binding agreement between you and Goalbi LLC. Please read them carefully, together with the Refund Policy, the Privacy Policy, and the Class Recording and Media Consent Notice, before you create an account, participate in a Free Trial, or purchase a Course.

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1. AGREEMENT AND ACCEPTANCE

1.1 These Terms of Service (these **"Terms"**) govern your access to and use of Goalbi Academy, including academy.goalbi.com, the student portal, enrollment and checkout, assessments, live classes, class recordings, support, chat, and related communications (together, the **"Service"**).

1.2 You accept these Terms when, after these Terms have been presented to you, you create a Goalbi Academy account, participate in a Free Trial, enroll in or purchase a Course, or access protected student features. Participating in a Free Trial after these Terms have been presented to you constitutes acceptance of these Terms. If you do not accept these Terms, you must not create an account, participate in a Free Trial, purchase a Course, or use the protected features of the Service.

1.3 When you complete checkout, Goalbi Academy records the version of these Terms and the Refund Policy that you accept, your confirmation of the enrollment details presented at checkout, and your confirmation that you have read and understood the version of the Enrollment & Free Trial Information presented at checkout. The course description, Class information, checkout information, and any written enrollment confirmation presented for a purchase form part of the agreement for that purchase.

1.4 The following documents are incorporated into these Terms: (a) the Goalbi Academy Refund Policy (the **"Refund Policy"**); (b) the Goalbi Academy Privacy Policy (the **"Privacy Policy"**); and

(c) the Goalbi Academy Class Recording and Media Consent Notice (the**"Recording Notice"**).

The order of priority among these documents is set out in Section 26.1.

1.5 These Terms apply only to Goalbi Academy. They do not govern any other product or service offered by Goalbi LLC.

1.6 **Enrollment & Free Trial Information.** Goalbi Academy also provides an Enrollment & Free Trial Information document that explains, in plain language, how Free Trials, enrollment, payment options, and Installment Plans work. You will be asked to confirm that you have read and understood its current version before you complete Free Trial registration and again before you complete checkout for a paid Enrollment, including where you enroll without first participating in a Free Trial. That confirmation is separate from your acceptance of these Terms, your Educational Recording Acknowledgement, and any Promotional Media Consent. The document is provided for information and does not form part of, or override, these Terms, the Refund Policy, or the Recording Notice.

2. DEFINITIONS

2.1 In these Terms, the following terms have the meanings given below:

(a) **"Goalbi," "we," "us,"** and **"our"** mean Goalbi LLC, an Arkansas limited liability company.

(b) **"You"** and **"Student"** mean the individual who creates a Goalbi Academy account or purchases or attends a Course.

(c) **"Course"** means a Goalbi Academy training program identified on the Service, such as Database Administration or Performance Tuning.

(d) **"Class"** means a scheduled group of live sessions for a Course.

(e) **"Free Trial Class"** means the first scheduled live class of the Course for which the Student registers, which the Student may attend without payment as described in Section 7.

(f) **"Paid Class"** means a live class of a Course that a Student may attend only under a verified paid Enrollment; it does not include the Free Trial Class.

(g) **"Enrollment"** means a Student's confirmed place in a Course following a verified payment.

(h) **"Checkout Quote"** means the price offer that Goalbi Academy issues during checkout for a specific Course purchase.

(i) **"Pricing Region"** means the regional price category that applies to a Checkout Quote, as described in Section 10.

(j) **"Educational Recording"** means a recording of a live Class made so that authorized Students of that Class can review it.

(k) **"Promotional Media Consent"** means the separate, optional permission described in Section 15.

(l) **"Free Trial"** means a Student's participation in the Free Trial Class of a Course.

(m) **"Installment Plan"** means a payment option, where offered at checkout, under which the Course price is paid in a series of scheduled payments rather than in a single payment; each such payment is an **"Installment."**

3. WHO WE ARE

3.1 Goalbi Academy is operated by Goalbi LLC, a company based in Arkansas, United States. Our contact details are:

Goalbi LLC
4600 South Pinnacle Hills Pkwy.
Rogers, AR 72758
United States

Email: support@goalbi.com
Website: academy.goalbi.com

4. ELIGIBILITY AND AGE REQUIREMENT

4.1 Goalbi Academy is intended only for adults. You may create an account, participate in a Free Trial, enroll, or purchase a Course only if you are at least 18 years old and legally capable of entering into a binding contract. By doing so, you represent that you meet these requirements.

4.2 Goalbi Academy does not collect a date of birth during ordinary registration and does not verify age. If we reasonably determine that an account belongs to a person under 18, we may restrict or close the account and handle the associated information in accordance with the Privacy Policy and applicable law.

5. YOUR ACCOUNT

5.1 A Student account is required to participate in a Free Trial or to enroll in a Course. You must provide accurate and current information, including your full name, email address, phone number (which is also used as your WhatsApp contact number), country of residence, time zone, and preferred language, and you must keep that information reasonably up to date.

5.2 You are responsible for keeping your account credentials confidential and for activity conducted through your account. You must not share your password, sign-in session, Class links, recording links, or other protected access with any other person. You must notify us promptly at support@goalbi.com if you believe your account or Class access has been compromised.

5.3 We may require email verification, password reset, re-authentication, or other reasonable security checks before permitting sensitive actions, and we may limit repeated sign-in attempts or other requests in order to protect accounts and the Service.

6. THE SERVICE AND COURSE INFORMATION

6.1 Goalbi Academy provides live, instructor-led technology training and related student-portal services. Course descriptions, prerequisites, schedules, prices, Class availability, and included resources are presented on the Service and in the enrollment flow and may differ between Courses.

6.2 The Goalbi Academy interface is available in English and Portuguese. Live classes are delivered in English unless a Course or Class page expressly states otherwise. Interface language, declared country of residence, the country detected from your connection, and Pricing Region are separate matters, and a change to one does not change the others.

6.3 We may update Course outlines and learning activities to keep technical content accurate, improve instruction, or reflect changes in the technologies taught, provided that the change does not materially reduce the training you purchased. If a material change is necessary, we will inform you of the options available under these Terms, the Refund Policy, and applicable law.

6.4 Your purchase entitles you to the Course and Class identified during enrollment, subject to these Terms and the information presented for that purchase.

7. ENROLLMENT, ASSESSMENTS, AND FREE TRIALS

7.1 Enrollment requires an account and a valid Course selection. Goalbi Academy may use assessments, prior-experience questions, schedule information, Class capacity, and Course prerequisites to determine whether a Course is suitable for you at that time.

7.2 **Readiness assessments.** Some Courses use a readiness assessment to help confirm that the Course matches your current experience. The result of a readiness assessment does not by itself prevent you from participating in a Free Trial or enrolling, and the Class schedule and details for your Enrollment are those shown to you before payment.

7.3 **Performance Tuning prerequisite assessment.** Performance Tuning is an advanced Course that requires a prerequisite assessment. The pass or fail result is determined automatically. If you do not pass, you may not purchase Performance Tuning at that time, and Goalbi Academy may recommend an appropriate prerequisite Course, such as Database Administration. The standard Performance Tuning assessment process does not include a manual override.

7.4 Assessment results are used only to determine Course suitability. They are not used for decisions concerning employment, credit, insurance, or similar matters. If you have questions about an assessment result or believe it is technically incorrect, you may contact support@goalbi.com.

7.5 You must complete assessments honestly and without assistance from another person, and you must not disclose protected assessment content.

7.6 **Free Trial.** Every Course currently offered by Goalbi Academy includes a Free Trial. A Student may attend a Free Trial Class, which is the first scheduled live class of the Course for which the Student registers, before making any payment. The Free Trial Class allows the Student to experience the teaching firsthand and gives the Student the opportunity to discuss goals, expectations, and the suitability of the Course with the instructor.

7.7 **No payment for a Free Trial.** No tuition, deposit, or other payment is payable for a Free Trial. Participation in a Free Trial does not constitute an Enrollment or a paid purchase.

7.8 **Eligibility and capacity.** A Free Trial is subject to the eligibility, readiness, and prerequisite requirements and to the Class capacity that apply to the Course. A Free Trial participant occupies a place in the Class. A Student who withdraws from a Free Trial or a Course may register for the Free Trial Class of another eligible Class, even if the Student previously attended a Free Trial for that Course. If Goalbi Academy verifies that the Student withdrew before the Free Trial Class began, the Student may, where eligible, register again for the same Class while its Free Trial Class remains upcoming. The applicable eligibility, prerequisite, consent, and capacity requirements continue to apply. Goalbi Academy keeps its records of earlier participation, Enrollment, and payment, and a Student may not hold more than one active Free Trial registration or Enrollment for the same Course at the same time. Registration for a Free Trial must be completed before the Free Trial Class begins; once the first scheduled live class of a Course has started, new Students may join the Course from its next available start date.

7.9 **Scope of Free Trial access.** Free Trial access is limited to the Free Trial Class, to the Educational Recording of the Free Trial Class where one is made, for the limited period provided in Section 14, and to any Course materials or resources that Goalbi Academy makes available for the Free Trial. A Free Trial does not entitle the Student to attend any later session of the Class, or to access the recording of any later session, including the second scheduled session and each subsequent session, unless the Student holds a verified paid Enrollment.

7.10 **Continuation after a Free Trial.** Goalbi Academy does not charge a Student automatically at or after the end of a Free Trial. After the Free Trial Class, the Student may decide whether to

continue. Continuation requires the Student's express decision to purchase, completion of the normal checkout process, and verified payment in accordance with Section 11. The price, currency, and purchase terms that apply to the continuation are those presented in the Checkout Quote and at checkout at the time of purchase.

7.11 **Refunds and other terms.** Because no payment is made for a Free Trial, there is no payment to refund in respect of Free Trial participation; the Refund Policy applies to a paid purchase from the time it is made. A Free Trial participant is otherwise subject to these Terms, including Section 9, Section 14, and Section 15. Participation in a Free Trial, including access to the recording of the Free Trial Class, does not constitute Promotional Media Consent.

8. CLASSES AND SCHEDULING

8.1 Class dates, times, schedules, and access information are provided through the student portal or otherwise communicated to you after Enrollment or, for a Free Trial, after your place in the Class has been confirmed. You are responsible for reviewing the schedule and joining each session at the correct time for your location.

8.2 Goalbi Academy provides the schedule and access details for your Class through the student portal. If a schedule or session changes for operational reasons, we will provide updated information through the student portal or other service communications.

8.3 Goalbi Academy may reasonably reschedule a session, substitute an instructor, or cancel a session because of instructor illness, technical failure, capacity, safety, provider disruption, or another operational reason. If a change materially affects the training you purchased, we will inform you of the options available to you.

8.4 A missed session, late arrival, or inability to join caused by your own device, internet connection, Zoom configuration, or other circumstances within your control does not by itself entitle you to a refund or a replacement session. Any refund, rescheduling, or other remedy is determined under the Refund Policy, the terms presented for your purchase, applicable law, or a written arrangement with Goalbi Academy.

9. CAMERA AND PARTICIPATION REQUIREMENT

9.1 A functioning camera is required for Goalbi Academy live classes. You must keep your camera turned on during live sessions unless Goalbi Academy instructs otherwise or expressly approves an exception. An exception is not automatic; you should request it as early as possible by contacting support@goalbi.com or by following the instructor's directions.

9.2 While your camera is on, your image is visible to the instructor and other participants and may be captured in an Educational Recording, as described in Section 14 and in the Recording Notice.

9.3 You are responsible for participating from an appropriate setting and for avoiding the display of private, confidential, or sensitive information in your camera view, screen share, display name, chat messages, or other contributions.

10. PRICING AND REGIONAL PRICING

10.1 Goalbi Academy currently offers three public Pricing Regions: Africa, Europe, and the United States. The price shown during enrollment is determined by the country resolved from your internet connection and the pricing rules in effect for the purchase.

10.2 Neither your interface language nor the country of residence you declare in your account determines the price of a purchase. Goalbi Academy does not offer a means of selecting a

different Pricing Region, and no right to choose a Pricing Region is granted by these Terms. If your country cannot be determined, or is outside the Pricing Regions currently served, checkout will not be available.

10.3 A Checkout Quote fixes the Course, amount, currency, Pricing Region, and quote validity period for that purchase. A Checkout Quote may expire, be cancelled, or be used by a completed purchase. A new Checkout Quote may reflect then-current prices or availability.

10.4 You must not falsify, manipulate, or circumvent country, pricing, quote, or access controls in order to obtain a price or entitlement not intended for your transaction. Goalbi Academy may review a payment where the country reported by the payment provider differs materially from the country used for the Checkout Quote.

11. PAYMENTS

11.1 Payments are processed by Stripe or PayPal, according to the options presented at checkout. Card details and PayPal credentials are entered directly with those providers. Goalbi Academy does not receive or store full card numbers, card security codes, PayPal sign-in credentials, or bank-account credentials. The payment providers process those details under their own terms and privacy notices.

11.2 Submitting a payment instruction does not by itself complete a purchase. An Enrollment is confirmed only after Goalbi Academy has received and verified the required confirmation from the payment provider and recorded the transaction. Where a provider result is delayed or uncertain, Goalbi Academy may reconcile the transaction before confirming access.

11.3 You represent that you are authorized to use the payment method you select. If a payment is declined, reversed, disputed, or cannot be verified, Goalbi Academy may withhold or temporarily restrict the associated access while the matter is resolved, subject to applicable law and the Refund Policy.

11.4 Goalbi Academy may decline a duplicate purchase where you already hold an active Enrollment in the same Course. A later retake may be available after the earlier Enrollment has been completed or cancelled, subject to the Course rules and availability then in effect.

11.5 **Installment Plans.** Where Goalbi Academy offers an Installment Plan for a Course, the number and amounts of the Installments and the due date of each Installment are those presented in the Checkout Quote and at checkout and accepted by the Student. An Enrollment purchased under an Installment Plan is confirmed only after the first Installment has been successfully verified. Goalbi Academy does not charge the Student's payment method automatically; each Installment must be paid through the payment process supported by the Service and is subject to verification in accordance with this Section.

11.6 **Overdue Installments.** If an Installment after the first is not paid by its due date, the Student has a grace period of seven calendar days from the due date, during which the Student's normal Course access remains active. No late fee or interest is charged. If the Installment remains unpaid after the grace period, Goalbi Academy may suspend access to future live classes, Educational Recordings, and other protected Course resources until the overdue Installment has been paid and verified, at which point normal Course access is restored. An overdue Installment does not by itself cancel the Enrollment, and Section 11.3 does not shorten the grace period described in this Section. Unless the Student expressly withdraws, the overdue Installment remains payable. An express withdrawal, change-of-mind refunds, and the cancellation of all Installments that have not already been successfully paid are governed by Section 12 and the Refund Policy.

12. REFUNDS, CANCELLATION, AND COURSE ACCESS

12.1 Refund eligibility, the refund process, and the effect of a refund on Course access are governed by the Refund Policy. You should review the Refund Policy before completing payment.

12.2 As set out in the Refund Policy: (a) no payment is made for a Free Trial, and there is accordingly no payment to refund in respect of Free Trial participation; (b) where the Course price has been paid in full, a Student who decides not to continue may request a full change-of-mind refund only if the Student has not attended the first Paid Class, and, after the Student attends the first Paid Class, a change of mind does not entitle the Student to a refund and unattended Paid Classes are not refunded on a pro-rata basis; and (c) where the Course is paid under an Installment Plan, each Installment that has been successfully paid is not refundable because of a change of mind; if the Student expressly withdraws from the Course through the supported withdrawal process, the Enrollment is cancelled, Goalbi Academy cancels all Installments that have not already been successfully paid (including any Installment that is due, within the grace period, or overdue), no further Installment becomes due, and no further amount is payable under that Installment Plan. An overdue Installment does not by itself constitute a withdrawal; unless the Student expressly withdraws, an overdue Installment remains payable and is governed by Section 11.6. Items (b) and

(c) apply only to a change of mind. They do not affect a refund for a duplicate payment, an

incorrect charge, a cancellation by Goalbi Academy, a material failure to provide the purchased service, or an approved service resolution, or any right required by applicable law.

12.3 A refund and the cancellation of an Enrollment are separate actions. A partial refund does not by itself cancel an Enrollment. A full refund may either leave the Enrollment active or cancel it, according to the resolution approved under the Refund Policy.

12.4 When an Enrollment is cancelled, access to current live classes ends. Cancellation does not remove payment, refund, receipt, consent, assessment, audit, or Enrollment records that Goalbi LLC is entitled or required to retain.

13. ZOOM, WHATSAPP, AND OTHER THIRD-PARTY SERVICES

13.1 Goalbi Academy uses third-party services to deliver parts of the Service. Those services are subject to their own terms, privacy practices, technical requirements, and availability.

13.2 **Zoom.** Live classes are conducted on Zoom. Goalbi Academy provides the Class link through protected student access, and you must not share it with any person who is not authorized to attend that Class. When you use Zoom, Zoom processes your display name, audio, video, chat, device information, and other information under its own terms and privacy practices.

13.3 **WhatsApp.** Goalbi Academy may use WhatsApp for Class groups, notices, and coordination. If you join a Class group, your phone number and other WhatsApp profile information may be visible to other members, depending on WhatsApp's features and your settings. You must not use a Goalbi Academy group to harass others, distribute unrelated promotions, share protected Course content, or collect other members' information for unrelated purposes.

13.4 Goalbi Academy is not responsible for the independent terms, account requirements, outages, or security practices of third-party providers. We will take reasonable steps to deliver the Service, but a third-party failure may affect live delivery or payment processing.

14. CLASS RECORDINGS AND EDUCATIONAL REPLAY

14.1 Goalbi Academy may record live Zoom classes so that Students of the Class can review them. Goalbi Academy provides notice before a live class is recorded and, where applicable law requires additional consent, obtains that consent. Before recorded live-class access is made available, Goalbi Academy requires the educational recording acknowledgement described in the Recording Notice.

14.2 An Educational Recording may include the instructor's image and voice; your display name; your image while your camera is on; your voice when you speak; your questions and comments; screen sharing and presentation material; and chat or other content captured by the recording.

14.3 Access to an Educational Recording is restricted to authorized Students enrolled in the Class in which the recording was made, together with instructors and Goalbi staff who require access. A Student participating in a Free Trial who has not yet completed a verified paid Enrollment may also access the Educational Recording of the Free Trial Class, but no other recording of the Class, for a maximum of seven calendar days after the Free Trial Class. That access ends immediately if the Student withdraws from the Free Trial or decides not to continue before the seven days expire, and otherwise expires automatically seven calendar days after the Free Trial Class. If the Student completes a verified paid Enrollment, the recording is subject to this Section as for any enrolled Student. A Student does not receive access to the recording of the second scheduled session or any later session without a verified paid Enrollment. Access to Educational Recordings is limited to recordings the Student is authorized to access under the applicable Course and Class access rules.

14.4 Access to Educational Recordings is personal. Except as Goalbi Academy expressly permits in writing, you must not copy, share, repost, publicly stream, redistribute, or sell a recording or recording link, or provide any other person with access to it. Goalbi Academy may withdraw access to a recording where reasonably necessary for privacy, security, legal, operational, or Course-management reasons.

14.5 The educational recording acknowledgement does not permit Goalbi Academy to use your identifiable image, voice, name, or contributions in advertising or promotional content. Promotional use is governed exclusively by Section 15.

15. OPTIONAL PROMOTIONAL MEDIA CONSENT

15.1 Goalbi LLC may use selected excerpts from Educational Recordings in advertising and promotional content published on the official social-media accounts of Goalbi Academy, including paid social-media advertising promoting Goalbi Academy, only where each identifiable Student in the excerpt has separately given Promotional Media Consent.

15.2 Promotional Media Consent is optional, is not preselected, and is separate from acceptance of these Terms and from the educational recording acknowledgement. Declining or withdrawing Promotional Media Consent does not affect your ability to enroll, pay, complete assessments, attend classes, receive support, access Course materials, or view Educational Recordings you are otherwise authorized to access.

15.3 Promotional Media Consent is limited to advertising and promotion of Goalbi Academy on official Goalbi Academy social-media accounts. It does not authorize use by other Goalbi brands, products, or social-media accounts, by sponsors, business partners, or other companies, in advertising unrelated to Goalbi Academy, or for the sale or licensing of your likeness. Any materially different use requires a separate permission.

15.4 Consent given by one participant does not permit the use of any other identifiable participant. Before publishing an excerpt, Goalbi Academy must hold valid Promotional Media Consent from each identifiable Student in it or make any non-consenting Student non-identifiable.

15.5 You may withdraw Promotional Media Consent at any time as described in the Recording Notice. Withdrawal ends any further promotional use of excerpts in which you are identifiable, and Goalbi LLC will, where reasonably practicable, remove such content from Goalbi Academy-controlled social-media accounts and active promotions. Goalbi LLC cannot guarantee the removal of copies outside its control, including copies downloaded, reposted, or retained by other users or cached by a social-media platform.

16. INTELLECTUAL PROPERTY AND LICENSE

16.1 Goalbi LLC and its licensors own all rights in the Service and its content, including course designs, recordings, videos, slides, written materials, diagrams, assessments, exercises, downloads, and the Goalbi Academy name, logos, and branding, except content expressly identified as belonging to another person.

16.2 Subject to these Terms, Goalbi LLC grants you a limited, personal, non-exclusive, non-transferable, revocable license to access and use the materials made available to you through the Service for your own learning. This license does not transfer ownership of any intellectual property.

16.3 Except as Goalbi Academy expressly permits, you must not reproduce, publish, sell, license, upload, distribute, share, publicly perform or display, or create commercial training from Course materials or recordings, or remove any copyright, trademark, or ownership notice.

16.4 You may apply the technical concepts, commands, and skills learned in a Course to your own lawful work. This does not permit you to republish or commercially distribute Goalbi Academy's protected teaching materials, exercises, recordings, or assessments.

17. YOUR CONTENT AND COMMUNICATIONS

17.1 You retain ownership of content you create and submit to Goalbi Academy, such as support messages, chat messages, questions, feedback, and class contributions, subject to any third-party rights in that content.

17.2 You grant Goalbi LLC a limited right to host, store, transmit, display, reproduce, and otherwise process your content only as reasonably necessary to operate the Service, deliver training, provide support, maintain records, enforce these Terms, and comply with law. This right does not extend to advertising or promotional use of identifiable recording content, which is governed exclusively by Section 15.

17.3 You must not submit content that is unlawful, infringing, malicious, deceptive, threatening, or harassing, or that discloses another person's confidential or personal information without authorization. You should not disclose passwords, payment credentials, production secrets, or other unnecessary sensitive information in chat, class discussions, or group communications.

17.4 Goalbi Academy may moderate, restrict, or remove content in Goalbi Academy-controlled spaces where reasonably necessary to enforce these Terms, protect participants, comply with law, or maintain the training environment.

18. ACCEPTABLE USE

18.1 You must use the Service lawfully and respectfully. You must not:

(a) share your account, Class links, recording links, or other access credentials with an unauthorized person;

(b) record, photograph, capture, redistribute, or publish another participant or a Goalbi Academy class without authorization;

(c) harass, threaten, impersonate, discriminate against, or abuse instructors, staff, or other Students;

(d) disrupt a class, chat, WhatsApp group, assessment, payment process, or other feature of the Service;

(e) cheat on an assessment, submit another person's work as your own, or disclose protected assessment questions or answers;

(f) attempt to circumvent authentication, Class access, regional pricing, payment verification, recording access, rate limits, or other security or access controls;

(g) introduce malware or engage in automated abuse, scraping, credential attacks, or other harmful activity;

(h) use Goalbi Academy content or participant information to build or operate a competing course, mailing list, or commercial solicitation; or

(i) use the Service in violation of applicable law or the rights of any other person.

18.2 A serious or repeated breach of this Section may result in the measures described in Section 22.

19. TECHNICAL REQUIREMENTS

19.1 You are responsible for providing a compatible device, operating system, browser, internet connection, functioning camera, working audio equipment, and any third-party software or account reasonably required to participate in live classes. Goalbi Academy may communicate additional technical requirements for particular Courses.

19.2 Your internet service, device, firewall, network policies, and your Zoom or WhatsApp configuration are outside Goalbi LLC's control and may affect your access. Goalbi Academy does not warrant the performance of those external systems.

19.3 Technical training may involve commands, configuration changes, scripts, and database or operating-system operations that can affect computers and data. You should apply training steps first in a test environment, maintain appropriate backups, and not apply them to production or third-party systems without authorization and an appropriate recovery plan.

20. SERVICE CHANGES AND INTERRUPTIONS

20.1 Goalbi Academy does not warrant that the Service, the payment providers, live-class tools, recordings, or third-party communications will be uninterrupted or error-free. Maintenance, security work, provider outages, internet disruptions, and events beyond our reasonable control may temporarily affect availability.

20.2 We may change, improve, replace, or discontinue individual features of the Service where reasonably necessary, provided that we do not use such a change to avoid a material paid obligation without offering the remedy required by these Terms, the Refund Policy, or applicable law. We will use available service channels to inform enrolled Students of material changes that affect them.

21. EDUCATIONAL PURPOSE; NO OUTCOME GUARANTEE

21.1 Goalbi Academy provides education and practical training. Course completion, assessment results, instructor feedback, recordings, and other content do not guarantee employment, promotion, salary, business income, professional certification, examination success, or any other career or financial result.

21.2 Technology changes over time, and a technique suitable in one environment may be unsuitable in another. You are responsible for evaluating whether a technique is appropriate for your own systems, policies, licensing, security requirements, and change-management processes. Goalbi Academy training is not legal, tax, financial, or other regulated professional advice.

22. SUSPENSION, CANCELLATION, AND ACCOUNT CLOSURE

22.1 Goalbi Academy may temporarily restrict or suspend an account or protected access where reasonably necessary to investigate a security concern, suspected fraud, unauthorized sharing, abuse, a payment reversal, serious misconduct, or a material breach of these Terms.

22.2 Goalbi LLC may cancel an Enrollment or close an account for a material or repeated breach of these Terms, subject to applicable law and any refund rights that apply. Where practicable and appropriate, we will give notice and an opportunity to remedy the breach before taking permanent action. Immediate action may be taken where necessary to address security risks, fraud, threats, unlawful conduct, or serious disruption.

22.3 You may ask Goalbi LLC to close your account by contacting support@goalbi.com. Account closure does not remove financial, refund, consent, assessment, Enrollment, audit, security, or legal records that Goalbi LLC is entitled or required to retain. The Privacy Policy describes our retention practices and your privacy rights.

22.4 The completion or cancellation of a Course may change what the student portal treats as current Class access. Continued access to historical payment records, receipts, Course history, resources, or recordings is available only where the Service and the applicable Course rules permit it.

23. PRIVACY

23.1 The Privacy Policy describes how Goalbi LLC collects, uses, discloses, and protects personal information in connection with the Service, including cookies and browser storage, country detection for regional pricing, payments, class recordings, Promotional Media Consent, retention, security, and your privacy rights.

23.2 Your use of Zoom, WhatsApp, Stripe, PayPal, social-media platforms, or other third-party services is also subject to those providers' own terms and privacy practices, which Goalbi LLC does not control.

24. DISCLAIMERS AND LIMITATION OF LIABILITY

24.1 To the fullest extent permitted by applicable law, the Service is provided on an "as available" basis. Goalbi LLC does not warrant that every feature or third-party service will be uninterrupted, error-free, compatible with every device or network, or available in every location.

24.2 To the fullest extent permitted by applicable law, Goalbi LLC will not be liable for any indirect, incidental, special, exemplary, punitive, or consequential loss, including lost profits, lost business opportunity, loss of data, or loss caused by a third-party provider outage, to the extent those categories of loss may lawfully be excluded.

24.3 To the fullest extent permitted by applicable law, Goalbi LLC's aggregate liability arising out of or relating to a Course or related service will not exceed the amount you paid to Goalbi LLC for the specific Course or service giving rise to the claim.

24.4 Nothing in these Terms excludes or limits liability that cannot lawfully be excluded or limited, including liability for fraud or intentional misconduct, or limits any mandatory consumer right that applies to you under the law of the place where you live.

25. GOVERNING LAW AND DISPUTES

25.1 These Terms are governed by the laws of the State of Arkansas and applicable United States federal law, without regard to conflict-of-law rules, except to the extent that mandatory consumer-protection law in your place of residence requires otherwise.

25.2 Before commencing formal proceedings, you are encouraged to contact support@goalbi.com with a description of the issue so that Goalbi LLC has a reasonable opportunity to resolve it. This step does not prevent you from seeking urgent relief or exercising a legal right that cannot be conditioned on informal resolution.

25.3 Unless applicable law gives you a mandatory right to bring a claim elsewhere, any dispute that cannot be resolved informally may be brought in a state or federal court of competent jurisdiction in Arkansas. These Terms do not require arbitration and do not waive any right that applicable law does not permit you to waive.

26. GENERAL PROVISIONS

26.1 **Entire agreement and priority.** These Terms, the Refund Policy, the Privacy Policy, the Recording Notice, the Course and Class information presented for your purchase, and any specific written checkout terms constitute the entire agreement governing your use of the Service and the relevant purchase. In the event of a conflict: (a) the Refund Policy controls on refund matters; (b) the Privacy Policy controls on matters concerning personal information; (c) the Recording Notice controls on recording and Promotional Media Consent matters; and (d) a specific written term for a purchase controls over a conflicting general provision for that purchase.

26.2 **Severability.** If any provision of these Terms is held unenforceable, the remaining provisions remain in effect, and the unenforceable provision will be limited or interpreted to the minimum extent necessary to make it enforceable.

26.3 **No waiver.** A failure or delay by Goalbi LLC in enforcing any provision does not waive its right to enforce that provision later. Any waiver must be given in writing and applies only to the specific matter for which it is given.

26.4 **Assignment.** You may not transfer your account, Enrollment, or protected Course access to another person. Goalbi LLC may assign these Terms in connection with a merger, reorganization, financing, sale of the business, or transfer of the Goalbi Academy service, subject to applicable law and the continued protection of your rights.

26.5 **Headings and language versions.** Headings are for convenience only and do not affect interpretation. Goalbi Academy provides these Terms, and the documents incorporated into them, in English and in a complete Portuguese translation. The English version is the authoritative version. If the English and Portuguese versions conflict, the English version controls to the extent permitted by applicable law. This Section does not limit any mandatory consumer right that applies to you.

27. CHANGES TO THESE TERMS

27.1 Goalbi LLC may amend these Terms when the Service, our providers, Course operations, or applicable law changes. We will publish the amended Terms with a revised "Last Updated" date.

27.2 Where an amendment is material to an existing paid Enrollment, we will take reasonable steps to give notice before the amendment applies to that Enrollment, where required or appropriate. We keep versioned records so that the terms accepted for each purchase can be identified.

27.3 An amendment does not retroactively remove rights or obligations that arose under an earlier version unless the change is required by law or you expressly agree to it.

28. CONTACT

28.1 Questions about these Terms, your account, Enrollment, payment, or Class access may be directed to:

Goalbi LLC
4600 South Pinnacle Hills Pkwy.
Rogers, AR 72758
United States

Email: support@goalbi.com
Website: academy.goalbi.com