

Room Two Relate LLC + Black Marriage Club LLC

Terms of Service + Event & Subscription Payment Terms

NO REFUNDS • NO EXCHANGES • NO CHARGEBACKS

Support: hello@roomtworelate.com

By accessing any website, platform, checkout page, or content operated by **Room Two Relate LLC** and/or **Black Marriage Club LLC**, and/or by purchasing, registering, or submitting any payment for any retreat, live event, tour, travel experience, workshop, digital ticketed event, membership, subscription, or payment plan (collectively, the “Event” or “Offer”), you (“Participant,” “you,” “your”) agree to these Terms.

These Terms apply to any Event/Offer hosted, promoted, facilitated, administered, or supported by **Room Two Relate LLC**, **Black Marriage Club LLC**, and **Nai Shobowale**, including any of their **partners, employees, contractors, volunteers, affiliates, and representatives** (collectively, the “Company,” “we,” “us,” “our”).

1) Eligibility (18+) & Responsible Use

All Programs, Products, Services, Events/Offers, and related materials are intended only for individuals **18 years of age or older**. By purchasing or using any Offer, you confirm you are at least 18.

You agree to:

- Provide accurate information when registering or purchasing.
- Maintain confidentiality of your login credentials and accept responsibility for all activity under your account.
- Access our content only through the methods we provide (no scraping, automation, or unauthorized access).
- Avoid disrupting, damaging, or interfering with our websites, servers, systems, communities, or Events.

2) Intellectual Property & Content Restrictions

All content, including but not limited to: event curriculum, worksheets, templates, branding, logos, videos, replays, recordings, guides, and materials (the “Materials”) are owned by the Company or properly licensed.

You receive a limited, revocable, non-transferable license for **personal, non-commercial use only**. You may not copy, reproduce, distribute, resell, trade, or create derivative works from our Materials without written permission.

If you submit comments, posts, photos, testimonials, or other content in our spaces, you represent you have the right to share it. To the extent permitted by law, you grant the Company the right to use that content for business purposes (including marketing) without additional compensation, unless prohibited by law.

3) Community & Communication Guidelines (If Applicable)

If we provide community areas (comments, groups, live chats, forums, social platforms), you agree not to post or share content that is unlawful, abusive, threatening, defamatory, harassing, obscene, invasive of privacy, or that infringes another's rights.

You agree not to:

- Upload malware, spam, chain letters, mass solicitations, or harmful code.
 - Impersonate another person or mislead others about the origin of your contributions.
 - Promote or sell products/services inside Company spaces without written approval.
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4) Media Release (Photo/Video/Audio)

By attending or participating in any Event/Offer (virtual or in-person), you acknowledge that photos, videos, and audio recordings may occur. You grant the Company permission to use your likeness, image, voice, and/or participation in current and future marketing, education, and promotional materials **without compensation**, unless prohibited by law.

If you need a documented exception for safety/legal reasons, you must email hello@roomtworelate.com **before** the Event starts. Approval is not guaranteed.

PAYMENT + REFUND TERMS (APPLIES TO ALL PURCHASES)

5) All Sales Final — No Refunds, No Exchanges (Strict)

ALL PAYMENTS ARE FINAL AND STRICTLY NON-REFUNDABLE AND NON-EXCHANGEABLE.

This includes: deposits, paid-in-full purchases, tickets, add-ons, upgrades, payment plan installments, subscriptions, membership dues, and any other fees.

No refunds will be issued for any reason, including but not limited to:

- schedule conflicts, airline changes, missed flights, transportation issues
- illness, injury, family emergencies, personal circumstances
- dissatisfaction, change of mind, non-attendance
- removal due to policy violations
- changes to speakers, programming, itinerary, venue, location, or format
- Force Majeure (Section 9)

Your payment secures your spot and covers planning costs (vendors, staffing, lodging blocks, admin labor, marketing, platform fees, and non-recoverable expenses).

6) Payment Plans — Commitment to Pay in Full

If you select a payment plan:

- You agree it is a commitment to pay the **full price** in installments, not a cancel-anytime subscription to avoid the balance.
- You authorize automatic charges on the schedule shown at checkout.
- You remain responsible for the full balance even if you do not attend, do not participate, or are removed for violating policies.

If a payment fails, we may reattempt and/or request updated payment info. If delinquent, we may (at our discretion):

- suspend or revoke access, bonuses, lodging allocations, and deliverables; and/or
- cancel participation; and/or
- pursue collections or lawful remedies for unpaid balances.

All amounts paid remain forfeited and non-refundable.

7) Deadlines & Forfeiture of Spot

Some Events require payment in full by a stated deadline (often **30 days prior** unless otherwise stated). If you miss a deadline, we may cancel your registration and/or lodging allocation, revoke access, and treat all payments made as **forfeited** (still non-refundable).

8) Transfers, Substitutions, Credits — Only If We Offer It in Writing

Unless the specific sales page explicitly states otherwise, the Company is not obligated to provide transfers, substitutions, or credits.

If we choose to offer a courtesy option, it will be in writing and may include:

- admin fees, deadlines, eligibility requirements
 - revised lodging/benefits
 - forfeiture of non-recoverable costs
 - a limited-time credit (if offered)
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9) Force Majeure (No Refunds)

The Company is not liable for delays, interruptions, modifications, rescheduling, relocation, partial delivery, or cancellation due to events outside our reasonable control, including but not limited to: extreme weather, natural disasters, public health emergencies, political unrest, venue shutdowns, strikes, transportation/airline disruptions, government action, or other emergencies (“Force Majeure”).

If Force Majeure occurs, we may modify the Event/Offer (date, location, itinerary, or delivery method including virtual). **No refunds will be granted.** You are responsible for your travel arrangements and related costs.

10) Travel, Insurance, Third-Party Vendors

Unless explicitly stated, Event fees do not include airfare, transfers, passports/visas, incidentals, or travel insurance. You are strongly encouraged to obtain comprehensive travel insurance.

Third-party vendors (hotels, airlines, venues, transport providers, excursion operators) are outside our control, and you agree we are not responsible for their acts, omissions, policies, or service failures.

11) Chargebacks & Payment Disputes

You agree not to initiate a chargeback or dispute for any charge consistent with these Terms except in cases of verified fraud.

If you file a chargeback in violation of these Terms, we may:

- revoke access and participation immediately
- contest the dispute with documentation
- restrict future purchases and participation
- pursue collections and/or lawful remedies for unpaid balances and associated costs

If you have a concern, contact us first at hello@roomtworelate.com.

LEGAL + PLATFORM TERMS

12) Disclaimer of Warranties

Our websites, resources, Events/Offers, and Materials are provided “as is” and “as available.” We do not guarantee uninterrupted access, error-free operation, or that outcomes will meet any specific expectation.

13) Limitation of Liability

To the maximum extent permitted by law, the Company will not be liable for indirect, incidental, consequential, special, punitive, or exemplary damages related to your use of our websites, Events/Offers, or Materials.

14) Termination of Access

We may suspend or terminate access to any website, Offer, Event, Materials, or account at any time, with or without notice, for any reason, including suspected fraudulent, abusive, unlawful, or policy-violating behavior. Termination does not eliminate your responsibility for any outstanding balances.

15) Confidentiality, Privacy, Cookies & Passwords

We may collect information (name, email, billing details, preferences, etc) to deliver services and communications. We do not sell personal information, but may disclose information when required by law or to protect rights and safety. If you voluntarily share information in public or group spaces, you understand others may view and collect it, and we are not responsible for third-party use once shared.

We may use cookies for functionality. You are responsible for your account security and agree not to share logins. If we detect account sharing, we may terminate access.

16) Non-Disparagement (Conduct Standard)

In the event of a dispute, you agree not to engage in public or private communications intended to harass, defame, or disparage the Company, its leadership, team, Events/Offer, or participants. This does not prevent you from participating in lawful dispute processes or providing truthful information as required by law.

17) Dispute Resolution — Binding Arbitration (Houston, Texas)

If a dispute arises, you agree to first attempt resolution by emailing hello@roomtworelate.com with a detailed description of the issue.

If not resolved, you agree that disputes will be resolved by **binding arbitration** under the rules of the **American Arbitration Association (AAA)**. Arbitration will take place in **Houston, Texas**, and the arbitrator's decision will be final and binding. The prevailing party may be entitled to reasonable attorney fees and enforcement costs, as permitted by law.

You agree that any arbitration must be initiated within **one (1) year** of the date you first emailed us regarding the dispute, or you waive the claim to the extent allowed by law.

These Terms are governed by the laws of the **State of Texas**, without regard to conflict-of-law principles.

19) Updates to These Terms

We may update these Terms at any time. The version in effect at the time of purchase applies to that purchase, unless otherwise required by law. Continued use of our sites and future purchases indicates acceptance of updated terms.

19) Contact

Questions about these Terms: hello@roomtworelate.com