

# Membership Terms & Code of Conduct

*Effective from 1 August 2025*

Welcome to CPO Connect! By joining as a free or paid member, you agree to the following terms. These are designed to protect our members, foster trust, and help the community thrive.

## Membership Plans

### Free Plan

Includes access to:

- The #cpo-connect Slack channel on Product Aotearoa
- Invitations to in-person social events in Wellington and Auckland (and other regions as we grow)

### Paid Plan

**\$35/month** or **\$390/year** (NZD). Includes everything in the Free Plan, plus:

- Invitations to all fortnightly Drop-Ins
- Access to Drop-In recordings
- 10% discount on Andrew Tokeley's Executive Product Leadership Coaching
- 10% discount on Product Aotearoa 2025 conference main ticket (workshops excluded)

Prices **exclude GST**, which will be added for NZ members. Currently services provided in NZ to non-residents living in Australia [do not attract GST](#). Prices will be converted to AUD at the time of purchasing a membership.

## Drop-Ins

Drop-Ins are scheduled every 2 weeks during the year offering a range of topics and formats, including;

- Group discussions on member-selected topics
- Question and Experience sessions, where a member shares a question/challenge they're exploring and others share their related experiences rather than advice.
- Lean Coffee style sessions
- Panel discussions
- Invited guest speakers

Typically no sessions are scheduled for January when many of you are enjoying time away from work!

## Renewals

All plans will automatically renew.

- **Monthly membership** renews automatically each month.
- **Annual membership** renews automatically each year.

## Cancellations

You can cancel your membership at any time by emailing [tokes@andrewtokeley.com](mailto:tokes@andrewtokeley.com). Access to membership benefits will still apply after cancellation until the end of the last paid period.

## Refunds

- **Monthly plan:** No refunds for partial months.
- **Annual plan:** Refunds are available within 14 days of the initial purchase or renewal. Beyond that, annual fees are non-refundable.

Refund requests should be sent to [tokes@andrewtokeley.com](mailto:tokes@andrewtokeley.com).

## Privacy & Confidentiality

We want CPO Connect to be a safe space for honest, open conversations.

## Drop-In Sessions

Unless otherwise stated, all Drop-Ins operate under the **Chatham House Rule**;

*“Participants are free to use the information received, but neither the identity nor the affiliation of the speaker(s), nor that of any other participant, may be revealed.”*

## Recordings

- Drop-In sessions are recorded and shared with paid members.
- By attending, you consent to being recorded unless you choose to keep your camera and microphone off.

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## Shared Ideas, Liability & IP

- Any advice, ideas, or opinions shared by members or guests are their own and do not represent professional or legal advice.
- CPO Connect is not liable for actions taken based on shared ideas.
- Members retain intellectual property rights over anything they share, unless explicitly agreed otherwise.

## Code of Conduct

To maintain a community that feels safe to share and be vulnerable with one another, it's important we understand the expectations the community places on all members.

Members of CPO Connect will;

- treat other members with respect, regardless of background, title, or experience
- never harass, intimidate or in any way make someone feel uncomfortable based on, but not limited to, their race, gender, political or religious beliefs, sexual orientation or physical appearance.
- seek to be generous with their ideas while also creating space for others to speak
- listen to diverse opinions with curiosity before jumping to judgement

Violation of this code may result in removal from the Slack group, Drop-Ins, or the community entirely—without refund.

## Changes to Terms

These terms may evolve as the community grows. Members will be notified of significant updates.

## Questions

If you're unsure about anything, reach out to Andrew Tokeley at [tokes@andrewtokeley.com](mailto:tokes@andrewtokeley.com).