



FREQUENTLY ASKED QUESTIONS

Effective from 1 July 2026

We love when great members introduce great business owners - here's how we'll reward you for it. When you refer a fellow business owner who joins the Elevate program, you'll receive a meaningful, ongoing discount on your own membership — for as long as they remain an active member.

Below are answers to the most common questions about how the program works.

THE BASICS

Q: What is the Elevate Referral Program?

A: The Elevate Referral Program is a member incentive that rewards you with \$500 off your monthly Elevate membership fee for every business owner you refer who becomes a new, paying Elevate member.

Q: When does the referral program start?

A: The program is effective from 1 July 2026. Referrals made prior to this date are not eligible, and the discount cannot be applied retroactively to any member who joined the Elevate program before this date.

Q: Is there a limit to how many people I can refer?

A: No limit. There is no cap on the number of referrals you can make. The more business owners you refer who join, the greater your monthly discount.

THE DISCOUNT

Q: How much do I receive for each successful referral?

A: You will receive \$500 off your monthly Elevate membership fee for each referred business owner who becomes and remains a paying Elevate member. The discount compounds with multiple referrals:

3 new members	\$1,500 off per month
4 new members	\$2,000 off per month
5 new members	\$2,500 off per month
6+ new members	\$3,000 per month

Q: How long does the discount last?

A: The \$500 monthly discount per referral continues for as long as both you and the referred member remain active, paying Elevate members. If a referred member cancels, pauses, or otherwise stops being a paying member, the \$500 associated with that referral will be removed from your discount.

Q: What if I am a Paid-in-Full (PIF) member?

A: If you are a PIF member, you will receive the equivalent \$500 credit every month that can go towards your next year in the program.

Q: What happens to my discount if my referral pauses or cancels their membership?

A: The \$500 discount associated with that specific referral will be removed from your monthly fee. If they later re-join, please contact the team to have your referral credit reviewed and potentially reinstated.



ELIGIBILITY - WHO QUALIFIES AS A REFERRAL?

Q: What counts as a valid referral?

A: A valid referral is a business owner who meets all of the following criteria:

- They are someone you have a genuine, pre-existing, and ongoing personal or professional relationship with.
- They are a business owner, founder, CEO or General Manager.
- They are generating \$500k+ in annual revenue.
- They have not had any prior contact within the last 12 months with The Entourage.
- They join the Elevate program on or after 1 July 2026.

Q: Can I refer someone who is already in conversation with The Entourage?

A: If a prospect has already had a call, Discovery session, or Exploration session with The Entourage within the past 12 months, they cannot be counted as your referral.

Q: What if The Entourage asks me to speak with someone who is considering joining?

A: If you are asked by The Entourage team to connect with or vouch for a prospect who is already in our pipeline, this does not constitute a referral for the purposes of this program. A referral must originate from you and involve someone who has not previously been in contact with us.

Q: Can I refer someone I don't know personally?

A: No. The referral program is designed for genuine, warm introductions. The referred person must be a business owner with whom you have an established and ongoing relationship. Cold or transactional introductions do not qualify.

Q: Can referrals be backdated?

A: No. The referral incentive cannot be applied retroactively. Only business owners who join the Elevate program on or after 1 July 2026 following a valid referral will qualify.

HOW IT WORKS IN PRACTICE

Q: How do I make a referral?

A:

1. Submit their details via the referral form [here](#):
2. Give them a heads-up that we will reach out to them
3. If they join Elevate, your discount is applied from your next eligible billing cycle

Or

Speak with an Entourage staff member, or contact the team directly at wow@the-entourage.com

Q: How will I know if my referral has been successful?

A: You will be notified by The Entourage team once your referred contact has officially joined as a paying Elevate member. Your discount will be applied to your next billing cycle following their commencement.

Q: When does my discount start?

A: Your discount will be applied from the next billing cycle following the date your referral's membership is confirmed and payment is received, so long as it is more than 5 days prior to your next billing date.

Q: Does my referral receive anything for joining through the program?

A: The referral incentive currently applies to the referring member only. Any promotions or offers available to new members are handled separately through our standard onboarding process

PROGRAM RULES & CONDITIONS

Q: Can I receive the referral discount if I am not an active Elevate member?

A: No. You must be an active, paying Elevate member to receive and maintain the referral discount. If your own membership lapses or is cancelled, the discount and any accrued referral credits will no longer apply.

Q: Can The Entourage change or discontinue the referral program?

A: The Entourage reserves the right to amend, pause, or discontinue the referral program at any time. Members will be given reasonable notice of any material changes. Existing qualifying referrals already in place at the time of any change will be honoured for the period stated at the time of the amendment.

Q: Are these referral amounts above inclusive or exclusive of GST?

A: Inclusive of GST

Q: Who do I contact if I have a question not covered here?

A: Please reach out to your Elevate coach or contact our member experience team directly at wow@the-entourage.com. We're happy to help clarify any aspect of the program.

**THANK YOU FOR BEING PART OF
THE ENTOURAGE COMMUNITY.**