



## **Terms and Conditions for Working with Us**

Please read these Terms and Conditions ("Agreement") carefully before booking or working with Menopausal Not Mad or any of our team or associates ("The Company")

This Agreement sets forth the legally binding terms and conditions for your interaction with us.

### **1. Acceptance of Terms**

By accessing or using The Company, you agree to be bound by this Agreement. If you do not agree to these terms and conditions, you may not access or use our services or products.

### **2. Membership**

**Eligibility:** To become a member of our free or subscription groups or to work with us 1:1, you must be at least 18 years old or the legal age of majority in your jurisdiction. By agreeing to work with us, you represent and warrant that you meet these eligibility requirements.

**Registration Information:** You agree to provide accurate and complete information when registering for any service or promotion with us or via one of our partners. It is your responsibility to keep your registration information up to date to ensure ongoing access. You are responsible for this but please contact [support@menopausalnotmad.co.uk](mailto:support@menopausalnotmad.co.uk) with any queries.

**Username and Password:** You may be provided with a username and password for the purpose of accessing resources. You are responsible for maintaining the confidentiality of your username and password and for any activities or actions under your account.

### **3. Subscription Fees and other Payments**

**Subscription Fees:** If access to our services requires payment of a subscription fee, the amount will be specified at the time of registration or as communicated subsequently, and it is your responsibility to ensure payment is made on time. Any non-payment will be advised to you by us. You will then have 7 days in which to make such payment, after which time, your subscription will be cancelled with no refund due.

Next review due Dec 2024

Menopausal Not Mad: contact: [support@menopausalnotmad.co.uk](mailto:support@menopausalnotmad.co.uk)  
[www.menopausalnotmad.co.uk](http://www.menopausalnotmad.co.uk)

**Payments:** All fees must be paid in full, in the currency specified. Payments can be made using the available payment methods provided. You agree to provide accurate billing and payment information and authorise us or our payment processor to charge the fee using the selected payment method.

**Renewals and Cancellations:** A subscription and payment by instalments, will automatically renew at the end of each billing cycle. You may cancel a subscription at any time, but no refunds will be provided for any unused portion of your subscription which includes any portion of an annual subscription paid in advance.

If you pay for our services by instalments, this is **not** a subscription and full payment is due regardless of whether you remain on programme.

In all cases of instalment payment, instalments are due as agreed and if you leave the programme for any reason, before the programme completion date; the full balance is due within 7 days of your exit from the programme.

#### **4. User Responsibilities**

**Compliance with Laws:** You agree to comply with all applicable laws and regulations while using our services. You will not use our community or services for any illegal, harmful, defamatory or unauthorised purposes.

**Prohibited Conduct:** You shall not engage in any conduct that may disrupt or interfere with the proper functioning of our free or paid products or services, including but not limited to defamatory behaviour or uploading or transmitting viruses, malware, or any other harmful code.

**User Content:** You are solely responsible for any content you contribute to our programmes, community or online forums, including comments, posts, and messages. You grant us a non-exclusive, worldwide, royalty-free license to confidentially use, copy, reproduce, modify, distribute, display, and perform any content you provide in connection with the group.

#### **5. Our Commitment to You**

##### **Scope of Service Commitment**

The Company commits to providing all services to the client in accordance with the terms outlined in this agreement.

##### **Quality Standards**

Our services shall be performed in a professional manner with open communication at all times.

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### Timeliness

The Company commits to delivering services within the agreed-upon timeframe specified for each individual service. Any delays shall be communicated promptly to the client along with a revised timeline for completion.

### Response Time

The Company commits to responding to client inquiries, requests, or issues within 48 hours during normal UK business hours.

### Availability

The Company commits to making reasonable efforts to maintain the availability of services during the term of the service, subject to any scheduled maintenance or unforeseen circumstances.

### Compliance

The Company commits to complying with all applicable laws, regulations, and industry standards relevant to the provision of the services.

### Customer Satisfaction

Client satisfaction is paramount. The Company commits to addressing any concerns or issues raised by the client promptly and effectively, with the goal of ensuring a positive overall experience.

## **6. Intellectual Property**

**Ownership:** All intellectual property rights relating to our trademarks and content, including but not limited to text, graphics, logos, and software, are owned by, or licensed to us.

**Restrictions:** You may not reproduce, distribute, modify, create derivative works of, publicly display, or otherwise use any of the intellectual property without our prior written consent.

## **7. Termination**

We reserve the right to suspend or terminate your access to our services at any time, without prior notice, as a result of any violation of this Agreement and no refund will be due if this is relevant.

*We reserve the right to terminate any free or paid agreement with any person who behaves in a negative or unacceptable manner, including defamatory behaviour online, in writing, verbally or in person.*

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*In such cases, legal action may be taken, and no refunds will be offered for termination of any subscriptions or payments.*

### **8. Disclaimer of Warranties**

Our community is provided on an "as is" and "as available" basis. We do not warrant that they will be error-free, secure, or uninterrupted. We will aim to ensure the safety and integrity of such, but your use of our communities is at your own risk.

### **9. Limitation of Liability**

We will do all possible to ensure the safety and integrity of all our services and communities, but to the maximum extent permitted by law, we shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising out of or in connection with your use of such, or any guidance given, even if advised of the possibility of such damages.

### **10. Indemnification**

You agree to indemnify and hold us harmless

If you have a complaint about one of our services please email: [support@menopausalnotmad.co.uk](mailto:support@menopausalnotmad.co.uk) and your case will be fully investigated.

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