

THE MENOPAUSE WELLNESS CENTRE

Terms of Business

For coaching, personalised exercise programmes, classes and workplace services

LAST UPDATED

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Please read these terms before booking or purchasing. They explain what you can expect from The Menopause Wellness Centre and what we ask of you.

1. About these terms

These Terms of Business apply to services supplied by The Menopause Wellness Centre (referred to as “we”, “us” or “our”) to an individual client or, where relevant, an organisation (referred to as “you” or “your”).

They apply to bookings made through our website, by email, by telephone, by message, in person or through a third-party booking or payment platform. Your contract is formed when we confirm your booking or accept payment, whichever happens first. By booking, purchasing or participating, you agree to these terms.

If a written proposal, quotation or service agreement for workplace services conflicts with these terms, the written proposal, quotation or agreement will take priority for that booking.

2. Our services

Our current services include:

- One-to-One Coaching - individual 45-minute sessions or a block of 10 sessions, delivered face-to-face in Sidmouth or Newton Poppleford, or online.
- Meno Move Online - a personalised exercise programme delivered through an app, with an initial consultation, six-week programme blocks, programme updates, follow-along workouts and limited support through the app or WhatsApp.
- Additional Meno Move coaching calls - optional 30-minute one-to-one calls booked separately.
- Local group classes - including Strength & Circuits, Flow and other movement or exercise sessions shown on our current timetable.
- Workplace menopause support - bespoke awareness, education, wellbeing and practical movement sessions for organisations, delivered face-to-face or online.
- Talks, events and other agreed menopause, midlife, movement or wellbeing services.

The description, price and inclusions shown when you book form part of the contract. We may update or replace our services from time to time, but this will not remove services already paid for without an appropriate alternative or refund.

3. Professional scope and important limitations

Our services provide coaching, exercise and movement support, menopause education and practical lifestyle guidance. They are intended to complement appropriate healthcare, not replace it.

We do not:

- diagnose menopause or any other medical condition, or provide medical assessment, investigation or treatment;

- prescribe medication or advise you to start, stop or change HRT, GLP-1 medication or any other treatment;
- interpret medical tests or investigations;
- provide physiotherapy, dietetic treatment, clinical nutrition or individual medical dietary plans; or
- provide emergency or crisis support.

General information about nutrition, weight management, sleep, stress, menopause and healthy ageing is educational and coaching-based. If you are using a GLP-1 medication, our role is limited to complementary lifestyle, movement, strength and habit support. Questions about suitability, dosage, side effects or treatment changes must be directed to your prescriber or another appropriately qualified healthcare professional.

4. Your health and suitability to participate

You must give us complete and accurate information about relevant medical conditions, symptoms, medication, pregnancy, injuries, recent surgery, pain, limitations and changes in your health before taking part, and update us if anything changes.

You are responsible for seeking medical or other clinical advice when appropriate. We may ask you to obtain clearance or advice from a GP, physiotherapist or other healthcare professional before starting or continuing. We may decline, adapt, pause or end a service if we reasonably believe it is outside our professional scope or may not be safe or suitable for you.

During exercise or movement, work within your own ability, follow safety instructions and stop immediately if you feel unwell, faint, dizzy, unusually short of breath, experience chest pain, sudden severe pain or any other concerning symptom. Seek urgent medical help where appropriate.

5. Prices, payment and booking confirmation

Prices are in pounds sterling and are those displayed or quoted at the time of booking. Unless agreed otherwise in writing, payment is due in advance through Stripe or another approved method. A place, appointment or programme is not confirmed until we have accepted the booking and any payment due has been received.

Current headline prices are £40 for one 45-minute One-to-One Coaching session, £375 for a block of 10 sessions, £35 per month for Meno Move Online, £25 for an optional 30-minute Meno Move coaching call, and classes from £7 per session. Workplace services and other bespoke work are individually quoted. If the website or a written quotation shows a different current price, the price presented and accepted when you book will apply.

Payments are personal to the named client and may not be transferred to another person unless we agree in writing. You must tell us promptly if you believe a payment has been taken incorrectly.

6. Your statutory cancellation rights

Nothing in these terms affects your statutory rights.

If you are a consumer and enter into a contract with us online, by telephone or otherwise at a distance, you will usually have 14 days from the day after the contract is made to cancel without giving a reason, unless a legal exception applies.

If you ask us to begin a service during that 14-day period and later cancel within it, you may be required to pay a proportionate amount for the service supplied up to the time you cancel. If the service has been fully performed within the cancellation period following your express request and acknowledgement, your statutory right to cancel that service may end.

Where digital content is supplied immediately, you may be asked to give express consent to immediate access and acknowledge that you will lose the statutory right to cancel that digital content once access begins. This does not affect your rights if digital content is faulty, not as described or otherwise fails to meet legal requirements.

To exercise a statutory cancellation right, email sharon@menopausewellnesscentre.com with a clear statement that you wish to cancel. You may use the model cancellation form at the end of these terms, but you do not have to. Any refund due will be made within the period required by law, normally using the original payment method.

7. One-to-One Coaching

Appointments and rescheduling

A One-to-One Coaching appointment is reserved specifically for you. If you need to change or cancel it, please give at least 24 hours' notice.

If you cancel with less than 24 hours' notice or do not attend, the appointment will normally be charged in full or deducted from your 10-session block. We may waive this in exceptional circumstances at our discretion. If you arrive late, the session will usually still finish at the original time so that the next client is not affected.

If we need to cancel an appointment, we will offer a suitable alternative or return the amount paid for that appointment. We are not responsible for other costs you may incur, except where the law says otherwise.

Blocks of 10 sessions

A 10-session block is paid for in advance. Sessions are for the named client and are booked by mutual agreement, subject to availability. The 24-hour cancellation policy applies to every appointment in the block. A block does not guarantee a particular regular day, time or location unless we confirm this in writing.

Unused sessions are not refundable after the statutory cancellation period merely because your circumstances, availability, motivation or participation changes. Where serious illness or another exceptional circumstance prevents participation, we may agree a pause, deferral or another reasonable arrangement at our discretion. This does not affect any legal remedy you may have if we fail to provide the service with reasonable care and skill.

8. Meno Move Online

Membership and minimum term

Meno Move costs £35 per month unless a different price is agreed when you join. There is a minimum commitment of three monthly payments. The membership then continues on a rolling monthly basis until cancelled in accordance with this section.

After the minimum term, you may cancel by giving one month's written notice. Payments falling due during the notice period remain payable. Access ends at the end of the paid membership period. Cancelling a payment instruction alone does not cancel the contract - please also notify us by email.

What is included

Meno Move includes the items described on the website when you join, currently an initial online consultation, personalised six-week exercise programmes, app access, exercise guidance, programme progression, progress tracking, a follow-along workout library and reasonable help through the app or WhatsApp when needed. It does not include weekly monitoring, unlimited messaging, regular coaching calls, medical advice or supervised exercise unless expressly stated.

Optional 30-minute coaching calls can be booked for the advertised additional fee and are subject to availability and the One-to-One Coaching appointment cancellation rules.

Your participation and programme updates

You are responsible for completing the onboarding information and initial consultation needed to create your programme. Programme delivery or updates may be delayed if information, feedback or payment is outstanding. Six-week blocks describe the usual programme structure; a new block is created or progressed in line with your membership, participation, feedback and reasonable programming needs.

Failure to use the app, complete workouts, reply to messages or request support does not pause the membership or entitle you to a refund. You must not share your login or allow another person to use your personalised programme.

App and online availability

Meno Move relies on internet access and third-party technology. We will take reasonable steps to provide access, but occasional maintenance, outages or changes outside our control may occur. If a material interruption within our control prevents access for an unreasonable period, we will provide an appropriate extension, alternative or refund for the affected part of the service.

9. Group classes

Class places are subject to availability and any booking instructions shown at the time. Timetables, instructors, venues and class formats may change. We will give reasonable notice where practicable.

Pay-as-you-go classes must be paid for as stated when booking. Where a class pass or loyalty card is offered, its price, number of sessions and any stated validity period will be explained at purchase. Passes and cards are personal, non-transferable and have no cash value.

If you do not attend a booked class or cancel after the cancellation deadline communicated for that class, the session will normally remain chargeable or be marked as used on your pass or loyalty card. This helps us manage limited small-group places fairly.

If we cancel a class, you may transfer your booking to another available class or receive a credit or refund for that class. We are not responsible for travel or other consequential costs, except where the law says otherwise.

You must tell us before class about relevant injuries, health conditions, pregnancy or changes in your ability to exercise. Adaptations may be offered where appropriate, but not every class or exercise will be suitable for everyone.

10. Workplace services, talks and events

Workplace support, talks and events are supplied according to the accepted quotation, proposal or written agreement, including the audience, content, duration, delivery method, location, fees, expenses and payment schedule.

Unless the quotation states otherwise, cancellation by the client 14 to 8 calendar days before delivery may be charged at 50% of the agreed fee, and cancellation 7 calendar days or fewer before delivery may be charged at 100%. Non-recoverable travel, venue, accommodation or other costs already committed with the client's agreement may also remain payable. We will take reasonable steps to reduce avoidable loss.

If we have to cancel, we will offer a rearranged date or refund fees paid for the affected service. Neither party is responsible for delay or failure caused by circumstances beyond reasonable control, but both parties will communicate promptly and try to agree a practical alternative.

Materials may be adapted to the agreed audience. Workplace education is general and is not individual medical advice, diagnosis or treatment. The commissioning organisation is responsible for any internal policies, employment decisions, safeguarding procedures, accessibility information and suitable arrangements at its venue or online platform.

11. Digital materials and intellectual property

All programmes, videos, handouts, presentations, worksheets, recordings, graphics, written materials and other content supplied by us are owned by us or used under licence. Unless we agree otherwise in writing, you receive a limited, personal, non-exclusive and non-transferable right to use them for the purpose for which they were supplied.

You must not copy, record, reproduce, publish, sell, license, upload, share, teach from or distribute our content, or give another person access to your account, except for your own reasonable personal use or with our written permission. Organisations may circulate materials internally only where the quotation or agreement expressly allows it.

You must not record a coaching session, class, workshop or call without the prior agreement of everyone involved.

12. Conduct, communication and ending a service

We expect respectful behaviour towards us, other participants, venue staff and third-party providers. We may refuse admission, pause or end a service for abusive, threatening, discriminatory, unsafe or persistently disruptive conduct, serious misuse of materials or accounts, non-payment, or a material breach of these terms. Where appropriate, we will explain the concern and give you a reasonable opportunity to put it right.

If we end a service because of your material breach, you remain responsible for fees properly due for services already provided and any non-cancellable minimum commitment, subject to consumer law. If we end a service for another reason, we will refund any prepaid amount for services we will not provide.

13. Results and your responsibilities

We will provide our services with reasonable care and skill. However, results differ between individuals and cannot be guaranteed. Progress depends on many factors, including health, consistency, participation, recovery, lifestyle, circumstances and information you provide.

You remain responsible for your choices, for deciding whether and how to act on coaching discussions, and for completing exercise independently with appropriate care. Coaching does not create a medical, therapist-patient, employment, fiduciary or other regulated professional relationship.

14. Liability

Nothing in these terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or your statutory rights.

Subject to the previous paragraph, we are not responsible for loss or harm that is not a foreseeable result of our breach, or that results from inaccurate or withheld health information, failure to follow reasonable safety instructions, use of materials by someone for whom they were not designed, or circumstances outside our reasonable control.

Our services are supplied for personal use unless a business or organisational service has been agreed. We are not responsible for business losses arising from a consumer service. For workplace or organisational contracts, any additional liability terms in the accepted quotation or agreement will apply.

15. Privacy and confidentiality

We handle personal information in accordance with UK data protection law and our Privacy Policy. We may need to process health and wellbeing information you choose to provide so that we can assess suitability and tailor services. Please read the Privacy Policy for details of what we collect, why we use it, how long we retain it and your rights.

We treat individual coaching information as private, but confidentiality is not absolute. We may disclose information where you consent, where required by law, to protect someone from a serious and immediate risk of harm, or to obtain confidential professional, legal or insurance advice where appropriate.

Group classes and workplace sessions are shared environments. Please respect the privacy of other participants. We cannot guarantee that other participants will keep information shared in a group confidential, so you should choose carefully what personal information you disclose.

16. Complaints

If you are unhappy with a service, please contact us promptly at sharon@menopausewellnesscentre.com and explain what has happened and the outcome you are seeking. We will acknowledge and consider the concern fairly and aim to resolve it directly with you.

These terms do not limit any right you have to pursue another remedy available under consumer law.

17. Changes to services, prices and these terms

We may update prices, timetables, platforms, service features and these terms from time to time. Changes will not apply retrospectively to a completed purchase. For an ongoing paid service, we will give at least 30 days' notice of a material change that disadvantages you, unless an urgent change is required by law, safety or a third-party platform. If a material change substantially reduces the ongoing service you bought, you may contact us to discuss an appropriate remedy, which may include cancellation before the change takes effect.

18. General terms

If any part of these terms is found to be unlawful or unenforceable, the remaining parts will continue to apply. A delay in enforcing a right does not waive it. No person other than you and us has a right to enforce this contract, except where the law provides otherwise.

These terms and any dispute are governed by the law of England and Wales. If you live elsewhere in the United Kingdom, you retain any mandatory consumer protections and may bring proceedings in the courts available to you under applicable law.

19. Contact details

The Menopause Wellness Centre

Email: sharon@menopausewellnesscentre.com

Telephone / WhatsApp: 07791 973321

Website: www.menopausewellnesscentre.com

Model Cancellation Form

Complete and return this form only if you wish to cancel a contract under a statutory cancellation right. You may instead send any other clear statement by email.

To	The Menopause Wellness Centre, sharon@menopausewellnesscentre.com
Notice	I give notice that I cancel my contract for the following service:
Service	_____
Ordered on	_____
Consumer name	_____
Consumer address	_____ _____
Signature	_____ (only if this form is sent on paper)
Date	_____