

Terms of Business – The Menopause Wellness Centre

1. Overview

These Terms of Business apply to all coaching, wellbeing and educational services provided by **The Menopause Wellness Centre** (“we”, “us”, “our”).

By purchasing or signing up for any of our services, you (“the client”) agree to these terms.

Our services are designed to support your health, fitness and wellbeing, but they are **not a substitute for medical advice, diagnosis or treatment**.

2. Services Provided

We offer a range of online and in-person menopause and midlife wellbeing services, including:

- **The Midlife Rebalance Programme** – one-to-one holistic coaching
- **Meno Move Online** – ongoing online fitness and wellbeing membership
- **The 6-Week Menopause Reset** – self-guided online wellbeing plan
- **Menopause Check-In Session** – single, focused one-to-one coaching session
- **Corporate Workshops and Wellbeing Training**

Services may include exercise programming, wellbeing and nutrition guidance, lifestyle and stress management support, mindset coaching and accountability check-ins.

The exact inclusions depend on the service selected.

3. Payment & Billing

- All fees are payable in advance via Stripe or another approved payment method.
 - Payment must be received before any coaching, programme or access begins.
 - All fees are stated in GBP and are non-transferable.
 - Prices may be reviewed periodically with at least 30 days’ notice.
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4. Programme Terms & Cancellation Policy

The Midlife Rebalance Programme

- Minimum commitment: 6 months.
 - Billed monthly in advance, or can be paid in full on booking
 - Non-refundable (apart from extenuating circumstances at The Menopause Wellness Centre’s discretion).
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Meno Move Online

- Charged monthly in advance.
 - Minimum commitment: 3 months.
 - You may cancel at any time after the first month by giving **1 months' notice** before your next billing date.
 - Access to materials and app features end when your subscription expires.
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The 6-Week Meno Reset (Self-Guided)

- Full payment is required at the time of booking.
 - Programme access begins once payment has been received.
 - As this is a fixed-duration, self-guided programme, **no cancellations or refunds** are available once access has been granted.
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Menopause Check-In Session

- Full payment is required at the time of booking.
 - Appointments cancelled with **less than 24 hours' notice** may not be eligible for rescheduling and are non-refundable.
 - Missed appointments are non-refundable.
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Corporate Workshops and Training

- Bookings are confirmed upon receipt of a signed agreement or invoice payment.
 - Cancellations made less than 14 days before the event may incur a 50% charge.
 - Cancellations made less than 7 days before the event are non-refundable.
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5. Refund Policy

Due to the personalised and digital nature of our services, **refunds are not available** once a programme or session has begun.

Missed sessions, delays in communication or lack of participation do not qualify for refunds or credits.

In exceptional circumstances (such as serious illness), a deferral may be offered at our discretion.

6. Client Responsibility

- You agree to provide accurate and honest information about your health, fitness and wellbeing.
 - You must consult your GP before starting any new exercise or lifestyle programme.
 - You are responsible for informing us of any injuries, health concerns or changes in your condition.
 - You are expected to follow guidance and communicate any challenges as they arise.
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7. Medical and Nutrition Disclaimer

We do not diagnose or treat medical conditions, prescribe medication, or offer specialist dietary plans for complex conditions.

We can provide general wellbeing and nutrition guidance, but you must consult your GP or healthcare professional for individual medical or dietary advice.

All exercise, nutrition and lifestyle advice is provided in good faith for educational purposes only.

8. Disclaimer for Results

While we are committed to supporting you in achieving your wellbeing goals, results vary between individuals and cannot be guaranteed.

Progress depends on consistency, lifestyle, medical conditions and personal effort.

9. Liability

All services are delivered in good faith based on the information you provide.

You participate in all exercise, coaching and wellness activities at your own risk.

We accept no liability for injury, loss or health issues arising from participation in our programmes or sessions.

Nothing in these terms limits your statutory rights as a UK consumer.

10. Data & Privacy

Your personal information is handled securely and in accordance with UK GDPR regulations.

We will never share your details with third parties without your consent.

Please see our [Privacy Policy](#) for full details.

11. Changes to Terms

We may update these Terms of Business from time to time.

Clients will be notified of any significant changes with at least 30 days' notice.

12. Contact Information

For questions, cancellations or support, please contact:

The Menopause Wellness Centre

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 07791 973321

 www.menopausewellnesscentre.com