

# IPHM Growth Hub

## Terms of Service

*Effective from launch. Subject to review.*

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### 1. Who We Are

The IPHM Growth Hub Ltd (the Growth Hub) is operated by International Practitioners of Holistic Medicine (IPHM), a trading name of Holistic Therapy Services Ltd, registered in England and Wales (Company No. 11289698).

Registered office: Office 1, Duke Street Business Centre, Duke Street, Littleborough, Lancashire, OL15 8DL.

If you have any questions about these terms, please contact us at [membership@iphm.co.uk](mailto:membership@iphm.co.uk) or call 01706 838332. We are available Monday to Friday, 10am to 4pm.

### 2. What the Growth Hub Is

The Growth Hub is a business platform provided by IPHM, designed to support holistic practitioners and training providers with the tools, resources, and infrastructure they need to run and grow their practice or organisation.

Access to the Growth Hub is available as a standalone subscription or as part of a combined package that includes IPHM accreditation. The specific features available to you will depend on the membership type you hold.

### 3. Membership Types and Pricing

The following packages are available at the time of publication. Prices are subject to review and may change. You will always be given reasonable notice of any price changes that affect your subscription.

#### **Practitioner Business Growth Hub + Accreditation**

- New members monthly: £89 per month (plus a one-off setup fee of £99)
- New members annual: £890 per year (plus a one-off setup fee of £99)

#### **Training Provider Business Growth Hub + Accreditation**

- New members monthly: £109 per month (plus a one-off setup fee of £99)
- New members annual: £1,090 per year (plus a one-off setup fee of £99)

#### **Dual Professional Business Growth Hub + Accreditation**

- New members monthly: £129 per month (plus a one-off setup fee of £99)

- New members annual: £1,290 per year (plus a one-off setup fee of £99)

*All prices are inclusive of UK VAT where applicable. Setup fees are charged once and are non-refundable. Upgrade pricing details are available on request.*

## **4. Payment**

Monthly subscriptions are billed on a rolling basis from your sign-up date. Annual subscriptions are billed in full at the start of each subscription year.

Payment is processed securely via Stripe or PayPal. By subscribing, you authorise us to collect payment on the due date for each billing cycle.

If a payment fails, we will attempt to contact you. Continued failure to pay may result in suspension or cancellation of your access.

## **5. Cancellation**

You may cancel your Growth Hub subscription at any time. Cancellation takes effect immediately and access to the Growth Hub will end at the point of cancellation. No partial refunds are issued for any unused portion of a billing period.

To cancel, please contact us at [membership@iphm.co.uk](mailto:membership@iphm.co.uk) or call 01706 838332 during office hours.

We do not offer a free trial period or money-back period on the Growth Hub.

## **6. Combined Packages: Growth Hub and Accreditation**

If you hold a combined package that includes both the Growth Hub and IPHM accreditation, the following applies:

### **If you wish to leave accreditation but keep the Growth Hub**

You may choose to retain access to the Growth Hub after ending your accreditation. If you do so, your subscription will move to the standalone Growth Hub price applicable on the date of that change. Standalone Growth Hub pricing is reviewed periodically and the current rate will be confirmed with you at the time.

You will retain access to the Growth Hub for as long as you continue to pay the standalone subscription.

### **If you wish to leave accreditation entirely**

IPHM accreditation is granted on an annual basis. If you are paying for a combined package on a monthly basis and you choose to end your accreditation before the end of your 12-month accreditation period, you remain liable for the accreditation fees due for the remainder of that 12-month term.

This applies regardless of whether you continue with the Growth Hub or cancel entirely. The accreditation period runs from the date your accreditation was granted or most recently renewed.

### **If you wish to cancel both the Growth Hub and accreditation**

You may cancel your Growth Hub subscription at any time in line with Section 5. Your accreditation will remain in place until the end of the current 12-month accreditation period, and any outstanding monthly fees for that period remain due.

We will confirm the outstanding balance with you at the time of cancellation.

## **7. Refunds**

Setup fees are non-refundable.

Monthly subscription fees are non-refundable once the billing period has begun.

Annual subscription fees are non-refundable once access has been granted, except at our discretion in exceptional circumstances.

If you believe you have been charged in error, please contact us as soon as possible at [membership@iphm.co.uk](mailto:membership@iphm.co.uk).

## **8. Changes to the Service**

We reserve the right to update, modify, or discontinue features of the Growth Hub at any time. We will always aim to give members reasonable notice of any significant changes.

Prices may be reviewed periodically. Where a price increase affects your subscription, we will notify you in advance and you will have the opportunity to cancel before the new price takes effect.

## **9. Your Responsibilities**

By subscribing to the Growth Hub, you agree to:

- Provide accurate information when setting up your account
- Keep your login details secure and not share access with others
- Use the platform only for lawful purposes and in line with our community standards
- Not attempt to copy, resell, or redistribute any content or tools provided through the Growth Hub

We reserve the right to suspend or terminate access where these responsibilities are not met. No refund will be issued in these circumstances.

## **10. Intellectual Property**

All content, tools, templates, and resources within the Growth Hub remain the intellectual property of IPHM or its licensors. Your subscription grants you a personal, non-transferable licence to use these for your own professional purposes only.

## 11. Limitation of Liability

The Growth Hub is provided as a business support platform. We do not guarantee specific business outcomes or results from using the platform.

To the fullest extent permitted by law, IPHM will not be liable for any indirect, incidental, or consequential loss arising from your use of or inability to use the Growth Hub.

Nothing in these terms limits our liability for fraud, death, or personal injury caused by our negligence.

## 12. Governing Law

These terms are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

## 13. Contact Us

If you have any questions about these terms or your subscription, please get in touch:

- Email: [membership@iphm.co.uk](mailto:membership@iphm.co.uk)
- Phone: 01706 838332
- Hours: Monday to Friday, 10am to 4pm
- Website: [iphm.co.uk](http://iphm.co.uk)

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