

Terms and Conditions

Last updated 16 September 2026

These terms apply to your use of lemurianlove.com and to purchases and participation in the related offerings described below. Please read them alongside the relevant product or event description before ordering and save a copy.

1 Who you are buying from

The trader is Heather Bradley, an England-based sole trader. Lemurian Love is a website operated by Heather Bradley. “We”, “us” and “our” mean Heather Bradley. Our shared learning area is the Heather Bradley Client Portal, operated using FEA Create.

Email for customer support, complaints and cancellation: heather@lemurianlove.com

Correspondence address

Heather Bradley

Lytchett House, 13 Freeland Park

Wareham Road, Poole, Dorset, BH16 6FA

United Kingdom

The address is for correspondence; it is not an event venue or a place to visit for services. Event venues are stated in their own booking information.

2 What these terms cover

Our offerings may include downloadable audio and PDFs, meditations, activations, channelled teachings, self-paced courses, live webinars, groups, workshops, retreats, book launches and talks, online or in person. Future memberships are covered only where offered, together with the specific details given before purchase. Our separate therapy practice is not provided under these terms.

Offerings and accounts are intended for adults aged 18 or over. You must provide accurate information and have authority to use your payment method. Purchases under the standard licence are for personal use.

3 Your order and contract

Before paying, check the description, total price, delivery or access arrangements, technical requirements, dates, cancellation information and any payment schedule. Correct errors before submitting your order. A paid order is accepted when we send confirmation accepting it or provide the purchased access, whichever happens first. We will provide confirmation and the applicable terms in a form you can save.

The product or event information agreed at purchase forms part of the contract and sets any specific access period or arrangements. These details cannot remove your statutory rights. We may correct an obvious error before acceptance; if the correction changes your order, we will ask you to agree or cancel and receive a refund of any payment taken. We will not impose a different price without agreement.

Contracts are made in English. Prices are in British pounds unless expressly stated otherwise. The total payable, including any applicable tax and compulsory charges, is shown before payment. Optional extras require your agreement. A third-party book retailer is the seller for purchases made through that retailer.

Access and use of our materials

4 Digital delivery and course access

Individual audio tracks and other downloads are normally supplied by download link, including by email where applicable. Courses and larger collections may be supplied through the Heather Bradley Client Portal. Immediate delivery is subject to the cancellation arrangements in section 7; scheduled programmes start on the advertised date.

You need a suitable device, internet connection, working email address and software capable of opening the advertised file types or accessing the stated platform. Product pages identify any special requirements. Contact us if a link or file does not work.

Please download permitted files and save a personal backup. We do not impose a short download-link expiry as our default, but links may become unavailable after a platform change or product withdrawal. This does not remove any access period promised at purchase or your rights if we fail to supply what was agreed.

Unless the sales page specifies a fixed period, course access continues while the course remains available. We intend to keep purchased courses available; this is not a promise of permanent platform availability. Ending new sales alone does not end existing access. If withdrawal becomes necessary, we will give reasonable notice where possible and provide an appropriate remedy where promised access cannot be honoured. Downloaded materials may still be kept under the personal-use licence.

Unless a different period is clearly agreed at booking, free webinar replays are available for 30 days from the replay email, paid standalone webinar replays for 12 months from that email, and course-session replays for the course access period. Replays are normally streamed rather than downloadable unless stated otherwise.

5 Accounts and personal use

Accounts and access are personal and non-transferable. Keep login details private and tell us if you suspect misuse. Do not share access, download links or paid files with another person. If you request account closure, portal access ends; we will explain this before closing a paid account. Privacy requests are handled under our Privacy Policy.

Copyright and other rights in our materials remain with Heather Bradley or the relevant rights holder. Your purchase grants a personal, non-exclusive licence to use the material as described. You may save permitted downloads and print worksheets for yourself. You may not upload, distribute, resell, publicly perform or record our sessions or materials, or use them in your own paid services, client sessions or teaching without a separate written licence.

You may share brief excerpts from Heather Bradley's own material on social media with clear credit to Heather Bradley and a link to the original offering, provided the excerpt does not substitute for the original or reveal another participant's information. This permission does not cover third-party music, artwork or other licensed content. Other rights allowed by copyright law remain unaffected.

Payments and cancellation rights

6 Payment plans

Where offered for purchases of £300 or more, the standard plan is three equal monthly payments with no interest or extra charge compared with paying upfront. The first payment is due at checkout and the remaining dates and amounts are shown before purchase. No further scheduled instalments are due after the third payment. The advertised course release schedule applies to both payment options.

You authorise the disclosed payments through the payment provider. If a payment fails, we may retry it and notify you how to resolve it. Access may pause when payment remains overdue for seven calendar days, with a reminder and a reasonable opportunity to correct the problem. Access resumes when the overdue payment is resolved.

You may cancel the plan by emailing us. Under our cancellation arrangement, future instalments stop and access continues until the end of the period covered by payments already made, then ends. The payment page must state how the paid-for access period is calculated. Earlier payments are not normally refunded for a change of mind after the applicable cancellation period, but your statutory rights and refunds for our failure to deliver remain protected. Merely cancelling a card payment does not notify us that you wish to cancel the plan.

7 Your 14 day cancellation rights

For consumer purchases made online or otherwise at a distance, the normal cancellation period for services and digital content is 14 days, starting the day after the contract is made, subject to the rules below. If required cancellation information has not been supplied, the law may extend this period. Email or write to us with a clear statement that you wish to cancel; you may use the form at the end of these terms but do not have to.

Digital content: before supply starts during the cancellation period, we ask for your express agreement to immediate supply and your acknowledgement that you lose the statutory cancellation right once supply begins. We confirm this in a form you can save. If those requirements are not met, merely logging in or accessing a file does not by itself remove your cancellation rights.

Live teaching and other services: if you expressly request a start during the cancellation period and then cancel, you may need to pay a proportionate amount for the service provided, but only where the legal information and request requirements have been met. The right ends on full performance within that period only if you requested early performance and acknowledged that consequence. Starting a live course alone does not remove the whole cancellation right.

Mixed courses: digital materials and live services are treated according to their respective rules. Agreeing to immediate digital access does not automatically waive cancellation rights for live teaching.

Some specified-date leisure activities have no statutory cooling-off right. We do not assume every workshop or course qualifies: any applicable exception will be clearly explained before booking. Where none is stated, our standard 14-day cancellation arrangement applies to distance bookings.

Refunds and delivery problems

8 Change of mind and missed sessions

We do not offer an additional money-back guarantee. After any applicable cancellation period has ended, or a digital-content cancellation right has lawfully ended, there is normally no refund solely because you change your mind. This never excludes your statutory rights, including rights relating to faulty or misdescribed content and services.

If you miss a paid live session and the promised replay is available, a change-of-mind refund is not normally provided. Replay periods are set out in section 4 or the agreed sales information. If an event does not include a replay, this must be clear before purchase. Any event cancellation charge must be lawful and fair, taking account of relevant savings or replacement bookings; we do not claim more than the law permits.

9 If something is faulty or we cancel

Digital content must be as described, of satisfactory quality and fit for its particular purpose where required by law. Services must be delivered with reasonable care and skill and match binding information provided before purchase. Contact us with the order details and a description of the problem so we can put it right.

We will normally first correct a faulty or incorrectly supplied file, restore access, replace a missing replay or repeat the affected service where that is the appropriate statutory remedy. If that cannot be done within a reasonable time and without significant inconvenience, you may be entitled to a price reduction or refund, including a full refund where appropriate. Nothing requires you to accept a remedy that falls short of your legal entitlement.

If we cancel a paid standalone live event, you may choose a full refund or an offered replacement date. For cancellation of part of a programme, we will offer a suitable replacement or an appropriate refund for what cannot be provided, and any further remedy required by law. A material change that prevents delivery of the agreed offering will not be imposed without an appropriate cancellation or refund option.

We may need to change a platform, speaker, minor content detail or timetable, but will preserve the core value of the purchase and notify you of significant changes. Illness, outages, emergencies and other events outside our reasonable control may require rescheduling, an access extension or a replacement replay. They do not automatically allow us to retain payment for something we cannot supply.

10 How refunds are paid

Where you validly exercise a statutory cancellation right for a service or digital content, we refund sums due without undue delay and within 14 days after being informed, subject to any lawful proportionate service charge. Refunds use the original payment method unless you expressly agree otherwise and incur no refund fee. Other remedies are provided within the applicable legal timeframe.

Events and participation

11 The nature of our work

Our offerings support spiritual exploration, education and personal development. Words such as “healing”, “activation”, “energy”, “Reiki”, “manifestation” and “channelled” describe the spiritual nature of the work. They are not promises of a medical treatment, cure, miracle or particular emotional, financial or spiritual outcome. Experiences vary.

These offerings are not medical, psychological or crisis-care services and do not establish a therapy relationship. They do not replace appropriate professional advice, diagnosis or treatment. Do not stop prescribed treatment because of our content. Participation is voluntary: pause or stop if you feel uncomfortable, and seek appropriate professional support where needed. Listen to guided practices only in a safe setting, never while driving or operating machinery.

12 Online and in person events

Booking information sets the date, time zone, location or joining method, price, inclusions, access requirements and practical arrangements. Please tell us before booking about an accessibility requirement that may affect participation so we can discuss reasonable arrangements. Share only information needed to organise those arrangements.

Follow reasonable safety and venue instructions and respect other attendees. Travel and accommodation are your responsibility unless expressly included. If we cancel or change an event, our responsibility for any related loss is governed by section 17 and applicable law, rather than a blanket exclusion. A retreat that includes accommodation or travel will have the required specific booking information before sale.

Free book launches and events may require RSVP for joining details or capacity management. A free RSVP does not create a payment obligation or sign you up for marketing. Venue capacity and the stated admission arrangements apply.

13 Recording and photography

We explain recording and transcription arrangements before booking or joining. A session may begin in recording mode. Cameras and microphones are optional; if you turn them on, your image, voice or spoken contribution may appear in the notified recording and attendee replay. Please avoid sensitive disclosures. Typed chat is kept separate and is not included in recordings, transcripts or replays, or reused as anonymous questions.

Replays are not routinely edited to remove individual contributions. This does not remove privacy rights. We may reuse our own teaching in later courses, but identifiable participant use beyond the original attendee replay requires separate specific permission or removal of identifying material. Public marketing, testimonials and identifiable promotional photographs likewise require separate permission. Event information will explain photography and how to avoid appearing.

Do not record sessions, photograph other participants or share their contributions without permission. Permission concerning your personal information may be withdrawn as explained when it is requested and in the Privacy Policy. Withdrawal affects future use; it does not undo earlier lawful use or automatically recall copies already lawfully distributed.

Communities and future offerings

14 Community conduct

Some courses offer private text-and-link discussions and member messaging. You may use a display name; do not impersonate anyone. Posts are visible within the relevant course. Do not post harassment, hate speech, threats, spam, unlawful or infringing material, another person's confidential information, or medical or mental-health claims presented as professional guidance. Our communities are not continuously monitored or suitable for urgent help.

You retain ownership of your original contributions and give us limited permission to store and display them within the relevant private course community as needed to operate it. This is not permission for public marketing. Posts may remain after you leave to preserve discussions; requests concerning personal information are considered under the Privacy Policy.

We may remove content or proportionately restrict access for serious breaches, abuse, content misuse or non-payment. Where practical we explain the reason and allow correction before suspension; immediate action may be needed for a serious safety or security issue. Any retained payment or further charge must be lawful and proportionate. You may email us to ask for a review.

Facebook groups are optional supplements. Essential course access, materials, announcements and support remain available through FEA Create. Meta's terms apply to its platform. Support requests should be sent by email rather than relying on social-media messages.

15 Future memberships

Future membership details will state the benefits, price, billing frequency, minimum term if any, renewal arrangements, cancellation method and effect on access before you subscribe. No recurring membership charge starts without agreement. We will provide applicable reminders and cancellation rights. An ordinary course purchase does not create a subscription.

16 Links and third-party services

External websites and retailers have their own terms and privacy notices. Where an affiliate link may earn us commission, we will identify it. We do not control independent third-party content, but remain responsible for our own contractual obligations when using a provider to deliver your purchase.

Responsibility and cancellation form

17 Responsibility and legal rights

We are responsible for loss or damage that is a foreseeable result of our breach of contract or failure to use reasonable care and skill. Nothing excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any responsibility that cannot lawfully be excluded. We do not exclude your rights relating to goods, digital content or services.

The standard licence is for personal use. We are not responsible for business losses arising from unauthorised commercial use. Spiritual outcomes cannot be guaranteed, but this does not excuse failing to provide the content or service described.

18 Complaints and applicable law

Email heather@lemurianlove.com with your name, order reference if available, and the issue. We aim to respond within 10 working days, excluding weekends and public holidays in England. If investigation takes longer, we will keep you informed. This target does not extend statutory deadlines.

The law of England and Wales governs these terms, while preserving mandatory protections in your country of residence. You may bring proceedings in any court available to you under applicable consumer law; these terms do not require you to give up that right.

The version agreed at purchase applies to that contract. We may update terms for future purchases and make lawful, necessary changes to ongoing arrangements with appropriate notice and any required cancellation rights. If a term cannot be enforced, the remaining terms continue so far as legally possible.

19 Optional cancellation form

Complete and send this only if you wish to cancel. You can instead send any clear cancellation statement before your applicable deadline.

To: heather@lemurianlove.com

Postal recipient:

Heather Bradley

Lytchett House, 13 Freeland Park

Wareham Road, Poole, Dorset, BH16 6FA

United Kingdom

I/We hereby give notice that I/We cancel my/our contract for the supply of the following goods / service / digital content:

Description: _____

Order reference, if known: _____

Ordered on / received on: _____

Customer name: _____

Customer address: _____

Date: _____

Signature, only if sent on paper: _____

Delete whichever wording does not apply. This form is optional and does not restrict your cancellation rights.