



Terms and Conditions -The Trauma Transformation Membership Hub™

Operated by The Trauma Recovery School Ltd®

1. Introduction

These Terms & Conditions (“Terms”) govern your purchase of and participation in The Trauma Transformation Membership Hub™ (“Membership”) provided by The Trauma Recovery School Ltd® (“we”, “us”, “our”).

By enrolling in the Membership, you agree to be legally bound by these Terms.

If you do not agree to these Terms, you must not enrol in or access the Membership.

2. Electronic Communications

By engaging with us, you consent to receive communications electronically. You agree that all contracts, notices, information, and other communications provided electronically (via email, our website, or platforms) satisfy any legal requirement that such communications be in writing.

3. Nature of the Membership

The Trauma Transformation Membership Hub™ is an ongoing digital membership providing access to:

- Educational video trainings
- Recorded content and resources
- Live training sessions
- Live Q&A sessions
- Digital workbooks
- Community access

- Other related materials

The Membership provides education and support. It is not therapy, medical treatment, or a substitute for clinical or psychiatric care.

Participation does not create a therapist–client relationship.

4. Eligibility

By enrolling, you confirm that:

- You are aged 18 or over.
- You have legal capacity to enter into this agreement.
- You understand the Membership is educational in nature.

If you are experiencing acute mental health distress, crisis, or are under active psychiatric care, you agree to seek appropriate medical or clinical support alongside or instead of this Membership.

5. Membership Options & Billing

The Membership is offered on either a monthly or annual subscription basis.

The price applicable to your Membership will be the price clearly stated at the time of purchase.

By enrolling, you authorise us to charge your selected payment method in accordance with the billing frequency chosen at checkout.

Continued membership constitutes acceptance of the applicable renewal rate.

5.1 Monthly Membership

If you select the monthly option:

- You will be charged the monthly membership fee displayed at the time of enrolment.
 - Your membership will renew automatically at the same monthly rate every 30 days unless cancelled.
 - There is no minimum term.
 - Your payment method will be charged automatically on each renewal date.
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5.2 Annual Membership

If you select the annual option:

- You will be charged the annual membership fee displayed at the time of enrolment for 12 months of access.
 - Your membership will renew automatically at the annual rate in effect at the time of renewal unless cancelled prior to renewal.
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6. Promotional & Founding Member Pricing

From time to time, we may offer promotional, founding member, or limited-time pricing.

Where such pricing is offered:

- The discounted rate applies only to members who enrol during the promotional period.
- Founding or promotional rates are non-transferable.
- If you cancel your membership, you forfeit access to that promotional rate.
- Re-enrolment will be at the prevailing standard price at the time of rejoining.

We reserve the right to modify membership pricing for new members at any time.

7. Cancellation

You may cancel your membership at any time.

To cancel, you must email:

hello@thetraumarecoveryschool.com

at least 3 days before your next billing date.

If cancellation is received less than 3 days before renewal, the upcoming payment may still be processed and access will continue for that billing period.

Cancellation prevents future charges only.

Access continues until the end of your paid billing period.

8. Refund Policy

Due to immediate access to digital content and community resources:

- All Membership payments (monthly and annual) are non-refundable once processed.
- No partial refunds are provided for unused time.
- Cancellation prevents future charges but does not entitle you to a refund for prior payments.

Nothing in this section limits your statutory rights under UK consumer law.

9. Access & Platform Use

Membership content is delivered via our digital platform.

You are responsible for:

- Maintaining confidentiality of your login credentials.
- Ensuring your technology allows access.
- Keeping your contact details up to date.

We are not responsible for temporary service interruptions due to platform maintenance, updates, or technical issues beyond our control.

10. Community Conduct

The Membership includes access to a moderated online community.

By participating, you agree to:

- Communicate respectfully.
- Maintain confidentiality of other members.
- Not provide medical, clinical, or professional advice to other members.
- Not share or distribute Membership content externally.

We reserve the right to suspend or terminate membership without refund if behaviour compromises safety or breaches these Terms.

11. Intellectual Property

We own all intellectual property rights in our materials, frameworks, and methods. You are granted a limited, non-transferable licence to use such materials solely for your personal use in connection with the Membership.

All content within the Membership is the intellectual property of The Trauma Recovery School Ltd.

You may not:

- Copy
- Record
- Distribute
- Reproduce
- Modify
- Sell
- Share

any materials without written permission.

Breach of this clause may result in legal action.

12. No Guarantees

Individual experiences vary.

We do not guarantee specific outcomes, emotional results, or personal transformation.

The Membership provides education, tools, and support, but your results depend on individual circumstances, engagement, and personal history.

13. Medical Disclaimer

Any information or guidance provided as part of our Membership is not a substitute for medical advice, consultation, diagnosis, or treatment by your doctor or healthcare provider.

- You must not rely on our Services as an alternative to medical advice.
- If you have concerns about a medical condition, consult your doctor or healthcare provider immediately.
- We expressly disclaim all responsibility and liability for any damages, loss, or injury suffered by you or a third party as a result of reliance on our Services.

Nothing in this disclaimer limits or excludes any liability that cannot be legally limited or excluded.

14. Limitation of Liability

To the fullest extent permitted by law:

We shall not be liable for:

- Indirect loss
- Consequential loss
- Emotional outcomes
- Business interruption
- Loss of income

Our total liability shall not exceed the amount paid by you in the preceding 12 months.

Nothing in these Terms excludes liability for death or personal injury caused by negligence.

15. Open & Close Enrolment

Where enrolment is limited to specific periods:

- We reserve the right to close enrolment at the stated deadline.
 - We are under no obligation to reopen enrolment.
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16. Changes to Membership

We may:

- Update content
- Modify live session schedules
- Improve platform features

without notice where necessary for quality or operational reasons.

17. Data Protection & Confidentiality

Your personal and health data will be processed in accordance with the **General Data Protection Regulation (GDPR)** and our Privacy Policy.

- We will only process health data with your explicit consent and solely for the purpose of delivering our Services.
- Your information will be kept confidential and stored securely.
- You may withdraw consent at any time, though this may affect our ability to deliver the Membership.

For full details, please see our Privacy Policy.

18. Termination by Us

We reserve the right to terminate your membership without refund if:

- You breach these Terms
- You share confidential materials
- You engage in harmful conduct within the community
- You misuse intellectual property

19. Force Majeure

We shall not be liable for any delay or failure to perform obligations under this agreement if such delay or failure results from circumstances beyond our reasonable control (including illness, technical failures, or events outside our control).

20. International Users

Our Services are controlled and operated from the UK. If you access them from outside the UK, you are responsible for compliance with local laws.

21. Governing Law

These Terms are governed by the laws of England and Wales.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

22. Contact Information

The Trauma Recovery School Ltd®

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Email: hello@thetraumarecoveryschool.com

Website: www.traumarecoveryschool.co.uk

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