

Founder Build Club — Membership Terms

These terms explain what you're buying, paying, receiving and agreeing to when you join the Founder Build Club, run by The Mosaic Link. Please read them alongside our Privacy Notice, which explains how we handle your personal information.

Effective from: 13 September 2026

Last updated: 24 August 2026

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1. About The Mosaic Link

The Founder Build Club is run by Sharlin Bissick, trading as The Mosaic Link.

- Trading name: The Mosaic Link
- Business owner: Sharlin Bissick (sole trader)
- Business address: Croydon, Surrey, United Kingdom
- Company number: not applicable — The Mosaic Link operates as a sole trader
- Email: info@themosaiclink.com
- Telephone: 07846760917

2. Who can join

To join the Founder Build Club, you must be aged 18 or over.

The Club is designed for established founders and business owners who are looking to finish projects they've already started, rather than people at the very beginning of exploring a business idea. We reserve the right to decline or end membership where it becomes clear the Club isn't the right fit for what you need.

3. What your membership includes

Your Founder Build Club membership gives you:

- The Founder Build Blueprint process — guided exercises to map your current projects, goals and priorities.
- Weekly Build Sessions — live, structured sessions focused on implementation.
- Access to the Club community and WhatsApp group.
- Support between sessions during published support windows.
- Resources, templates and invited specialists where available.
- A founding-member welcome session.

Session dates, specialists, resources and the exact shape of the support offered may change from time to time as the Club develops. We'll always aim to keep the core value of your membership — structured, live, hands-on support — the same.

4. Price and payment

- Your Founding Builder rate is £47 per month.
- Payment is taken automatically each month from the card or payment method you provide at sign-up.
- Your membership continues on a rolling monthly basis until you cancel it — there is no fixed minimum term.
- Your £47 founding rate is locked in for as long as your membership remains continuously active. If you cancel and later rejoin, the current public price at that time will apply.

5. Your right to cancel (cooling-off period)

If you join Founder Build Club as a consumer, you may have a legal right to cancel your membership within 14 days of entering into the agreement without giving a reason.

Your membership and access will begin immediately after your first payment is taken. By requesting access during the cooling-off period, you agree that we may begin providing the membership before the 14-day period ends.

If you cancel during this period before using or accessing any part of the membership, you will receive a full refund. If you have already accessed or received part of the membership, we may deduct a reasonable amount for the services provided up to the date of cancellation. Any remaining refund due will be issued within 14 days of receiving your cancellation request.

To cancel during the cooling-off period, email info@themosaiclink.com and clearly state that you wish to cancel your membership.

Nothing in these terms affects your statutory rights.

6. Cancelling your membership

Outside the cooling-off period, you can cancel your membership at any time before your next payment date.

Cancellation will take effect at the end of your current paid billing period, and you will continue to have access to the Club until that date. Payments already made will not be refunded, except where required by law.

To cancel, email info@themosaiclink.com before your next payment date. We will confirm your cancellation and final access date in writing.

7. Missed sessions

Missing a Build Session does not entitle you to a refund or a credit.

Sessions may occasionally be rearranged or cancelled due to illness, emergencies or other circumstances beyond our control. Where this happens, we'll let members know as soon as we reasonably can.

8. Member responsibilities

By joining the Club, you agree to:

- Treat other members with respect.
- Protect confidential information shared within the community.
- Avoid sharing other people's private information without their permission.
- Avoid excessive self-promotion or spamming other members.
- Attend sessions appropriately and engage constructively.
- Take responsibility for your own business decisions and their implementation.
- Not share your membership access, GPT links or paid resources with anyone who isn't a member.

We may suspend or end your membership if you don't meet these responsibilities — see section 16.

9. Confidentiality and community privacy

You must not copy, record, screenshot or share another member's business information outside the Club without their permission.

We can't guarantee complete confidentiality in a group environment. Please use your own judgement about what you share, particularly anything commercially sensitive.

10. Founder Build Club WhatsApp group

Members may choose to join the Founder Build Club WhatsApp group. Participation is optional.

When a member joins the group, their telephone number, profile name, profile photograph and any information they post may be visible to other group members. WhatsApp processes personal information in accordance with its own privacy policy.

Members should review their WhatsApp privacy settings before joining and should not share confidential or sensitive information in the group.

Members must not copy, save, use or share another member's telephone number, messages, profile information or business information outside the group without their permission.

11. Recordings

Founder Build Club Build Sessions and group support sessions may be recorded via Zoom for internal quality review, to improve the membership, and to help us identify and develop useful resources. Recordings may be reviewed to capture agreed actions, commitments and support requests, follow up with members where needed, and improve future sessions. We'll tell members when recording is taking place, and recording may be paused when particularly sensitive or private matters are discussed.

Recordings are stored on Zoom and may be accessed only by Sharlin and authorised members of The Mosaic Link team, such as a VA supporting the membership — anyone with access is covered by a confidentiality and data-processing agreement. Recordings are not automatically shared with other members.

Complete recordings are normally kept for up to 90 days and then permanently deleted. Written action notes, agreed commitments and necessary follow-up records may be kept for as long as they're relevant to your participation in the Club. Anonymised learning points may be retained for longer.

We will not publish or share a recording, or use an identifiable member's image, voice, story or business information in a resource or promotional material, without their separate permission.

If you'd rather not appear on camera or in a recording, you can keep your camera off and should avoid sharing sensitive information out loud while recording is taking place.

12. Use of artificial intelligence

The Founder Build GPT is provided to support prioritisation and planning. It may produce incomplete or inaccurate information. You're responsible for reviewing its output and for any decisions you make using it — it doesn't replace your own judgement or professional advice.

Please don't upload passwords, payment information, client-confidential data, or unnecessary personal information about other people into the Founder Build GPT or any other Club tool.

13. Intellectual property

Our Workbooks, GPT instructions, templates, session materials and other Club resources remain the property of The Mosaic Link.

You keep full ownership of your own business, plans and anything you create using them. Your membership gives you a personal, non-transferable licence to use our resources for your own business — not to resell, redistribute or share them with anyone outside the Club.

14. No guaranteed results

We provide guidance, structure, implementation time and community support. We don't and can't guarantee any specific business result, including income, sales, clients, or project completion.

15. Not professional advice

Your Founder Build Club membership does not provide legal, financial, tax, medical or other regulated professional advice. Where you need advice in one of these areas, please get it from a suitably qualified specialist.

16. Suspension and removal

We may suspend or end your membership where:

- Your membership fees haven't been paid.
- You behave abusively or disruptively towards us or other members.
- You breach confidentiality within the community.
- You share paid materials with non-members.
- You misuse the community in another way.
- Your conduct puts us or other members at risk.

Where we end your membership for a serious breach of these terms, you won't normally be entitled to a refund for your current billing period, except where the law says otherwise.

17. Our liability to you

Nothing in these terms limits or excludes our liability for fraud, or for death or personal injury caused by our negligence, or anything else which can't be limited or excluded under English law.

Subject to that, our total liability to you arising out of your membership is limited to the amount you've paid us in membership fees in the 12 months before the claim arose. We're not liable for indirect or consequential losses, such as loss of profits, business or opportunity.

18. Changes to your membership or these terms

We may make reasonable changes to Founder Build Club or these terms as the membership develops. This may include changes to session times, resources, platforms, specialists or the way support is delivered. Where a change is significant, we will give you reasonable notice.

Your Founding Builder rate is £47 per month and will remain fixed for as long as you maintain an active, continuous membership. If you cancel your membership or allow it to end, the Founding Builder rate will no longer apply. If you rejoin in the future, you will be charged the membership price available at that time.

19. If we close Founder Build Club

If we permanently close Founder Build Club or end your membership for reasons unrelated to a breach of these terms, we will give you reasonable notice wherever possible.

We will refund any membership fees you have paid for a period during which the membership will no longer be provided. We will not be responsible for refunding fees relating to a period in which you had access to the membership.

20. Privacy

We handle your personal information in line with our Privacy Notice, available [here](#).

21. Governing law

The Founder Build Club is delivered online and is open to founders outside the UK. Live Build Sessions and group support are scheduled to UK time, so please check they fit your time zone before joining.

These terms are governed by the laws of England and Wales. This doesn't affect any mandatory legal rights you have as a consumer where you live.

22. How you accept these terms

Before you pay, you'll be asked to tick two separate boxes:

"I have read and agree to the Founder Build Club Membership Terms and acknowledge the Privacy Notice."

"I request immediate access to Founder Build Club before the end of any applicable 14-day cooling-off period. I understand that if I cancel after the service has started, a reasonable amount may be deducted for the services already provided."

Neither box will be pre-ticked for you. "Membership Terms" and "Privacy Notice" in the first box will each link to the relevant page. The second box is kept separate from any marketing consent box, so it reflects only your choice about early access.

After you join, we'll email you:

- A copy of these terms that you can download and keep.
- Your payment amount and billing frequency.
- The date of your next payment.
- Clear instructions for how to cancel.
- Our contact details.

23. Contact us

If you have any questions about these terms or your membership, contact us at info@themosaiclink.com or 07846760917.