



# TERMS & CONDITIONS

## Christine Chu Hui Davies

Please read these Terms and Conditions carefully before using any website, programme or product associated with Christine Chu Hui Davies. By using our website, or by purchasing or taking part in any of our programmes or products, you accept these Terms in full. If you do not agree with them, please do not use our website or buy from us.

In these Terms, "we", "us" and "our" mean Christine Chu Hui Davies. "You" and "your" mean you, the person using our website or buying our programmes or products. "Programmes and products" includes the Root Reset, the Overwhelmed Mums Reset, any self-paced course, ebook, workshop, membership or other resource we offer, whether live, recorded or downloadable.

## 1. Using our website

These Terms apply in full to your use of our website, including every page within it. You agree to use the website only for lawful, personal, non-commercial purposes. You must not use it in any way that could damage, disable or impair it, or interfere with anyone else's use of it.

## 2. Copyright, trademarks and intellectual property

All content on our website and inside our programmes and products, including text, graphics, images, audio, video, worksheets, frameworks, tools and the way they are arranged, is owned by or licensed to Christine Chu Hui Davies and is protected by copyright and other laws. All rights reserved.

This includes our named frameworks and methods, our programme structure, and the language and models we use to teach. You may view, download and print

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material for your own personal, non-commercial use, and to place an order with us. Any other use, including copying, reproducing, republishing, sharing, reselling, distributing or transmitting our content, or replicating our frameworks, methods or programme structure, is not permitted without our written consent.

All trademarks, service marks and trade names used on our website are ours or used with permission. You agree not to remove or alter any copyright or ownership notices from anything you download.

### **3. Our programmes and products**

We offer a range of programmes and products for mothers, including the following.

The Root Reset is a six-week programme for mothers, available as a live cohort with weekly group coaching, weekly modules and workbooks, a private group space and support between calls, and also as a self-paced version and, from time to time, a founding-cohort place. Places in the live cohort are limited and offered in small rounds.

The Overwhelmed Mums Reset is our longer programme, with a content hub, a private group and coaching, available on the terms described at the point of purchase.

We may also offer ebooks, workshops, self-paced resources and other products. The specific format, length, price and inclusions of each are set out at the point of purchase, and those details form part of your agreement with us alongside these Terms.

### **4. Enrolment and cohort places**

When you buy a live programme, you are booking a place in a specific cohort with a limited number of participants. Your place is confirmed once payment, or your first payment plan instalment, is received. Because places are limited and held for you, please see section 7 for how cancellation and refunds work.

We run our cohorts ourselves, in small rounds, so that support stays personal. This is the genuine reason places are limited. There is no need to rush a decision, and you are welcome to join a later round when the timing is right for you.

## **5. Fees, payment and payment plans**

The fee for each programme or product is shown at the point of purchase. You may be asked to provide your name, email address, billing details and payment information to complete your purchase. All fees are in pounds sterling unless stated otherwise.

Some programmes, including the Root Reset, can be paid in full or by a payment plan of instalments. Where you choose a payment plan:

You agree to pay every instalment in full, on the agreed dates, for the full length of the plan. Payment plan instalments are collected automatically on the agreed dates through our payment processor, Stripe. A receipt is issued automatically after each successful payment. If a payment is declined, you have five business days from the date of the declined payment to bring your account up to date. Until it is up to date, we may pause your access to the programme content, group and coaching.

Choosing a payment plan does not change the total amount you owe, and all remaining instalments remain payable even if you stop taking part, subject to your cancellation rights in section 7.

## **6. Your right to change your mind: the 14-day cooling-off period**

Because you buy from us online, you normally have a legal right to cancel within 14 days of purchase under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. How this works depends on what you have bought.

**Self-paced products and digital content** (for example ebooks, recordings and downloadable materials). These are supplied to you electronically and you usually

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receive access straight away. When you buy and open this content, you are asking us to make it available to you immediately, and you agree that once access has been given you lose your 14-day right to cancel it. If you have bought digital content but have not yet accessed it, you may cancel within 14 days for a full refund.

**Live programmes** (for example the live Root Reset cohort and the Overwhelmed Mums Reset). You may cancel within 14 days of purchase. If your programme begins within that 14-day window and you have chosen to begin, for example by joining the group, attending a call or opening the released materials, we may keep, or charge you for, a fair amount that reflects the part of the programme already provided up to the point you tell us you are cancelling. If the programme has not begun and you have not accessed any content, you will receive a full refund.

To cancel within the cooling-off period, email [admin@christinechuhuidavies.com](mailto:admin@christinechuhuidavies.com) and tell us clearly that you wish to cancel. We will confirm and process any refund due within 14 days, to the same payment method you used to buy.

## **7. Refunds after the cooling-off period**

After the 14-day cooling-off period ends, all sales are final and no refunds are given. Our programmes and products are delivered electronically, and our live programmes involve our time, our preparation and a place held for you in a small cohort that cannot then be offered to anyone else.

Not attending, changing your mind after accessing the content, or not completing the work is not grounds for a refund. If you are on a payment plan, the full remaining balance stays payable.

Nothing in this section affects your statutory rights (see section 15).

## **8. Access to programme content**

Where a programme includes ongoing access to a content hub, you keep access to that hub after your programme dates end, for as long as we make the hub available.

Access to the live group and to coaching ends when your programme dates end, unless we tell you otherwise.

Recordings and materials are provided for your own personal use only. You may not share, publish, sell or distribute them, and you may not record live calls yourself without our written consent.

## **9. No guarantees**

Our programmes and products are designed to support and guide you, and to help you understand yourself more fully. What you take from them depends on you, including your own effort, willingness and follow-through. We cannot and do not guarantee any particular result, feeling or outcome, and you accept that results differ from one person to the next. You agree that there are no guarantees as to the specific results you will experience.

## **10. Coaching is not therapy or medical care**

Our work is educational and coaching in nature. It is not therapy, counselling, psychology, medical treatment or a diagnosis, and it is not a substitute for care from a qualified professional. When we talk about the nervous system, emotions, guilt, overwhelm or similar, we are sharing an educational way of understanding your experience, not treating a condition.

If you are struggling with your mental or physical health, please speak to your GP or a qualified professional. If you are in crisis or worried about your safety, contact your GP, call NHS 111, call the Samaritans on 116 123 at any time, or call 999 in an emergency. Taking part in our programmes does not create a clinical or therapeutic relationship between us, and you remain responsible for seeking appropriate professional care where you need it.

## **11. Use of AI**

We use AI-assisted tools to help us in parts of our work, for example to help draft, organise or refine written content and communications. A human reviews client-facing material before it is used, and our teaching, frameworks and the substance of our programmes remain our own.

AI-assisted tools can make mistakes and can produce content that is inaccurate or incomplete. Nothing produced with the help of these tools is professional medical, psychological, legal or financial advice, and you should not rely on it as such. Where your personal information is involved in any tool we use, we handle it in line with our Privacy Policy and applicable data protection law, and we choose reputable providers.

## **12. Group participation and confidentiality**

Our live programmes include a private group where mothers share openly. What is shared inside the group is confidential. You agree not to screenshot, copy, repeat or share anything another participant says, inside or outside the group, and to treat everyone in the space with kindness and respect.

We want the group to feel safe and held. We may remove anyone whose behaviour is disrespectful, harmful or disruptive, or who breaches these Terms. We are not responsible for the views, advice or conduct of other participants, and anything another member shares is their own and not our advice.

## **13. Code of conduct**

You may not use our website, programmes or products for any unlawful or unauthorised purpose. You agree not to post or share anything defamatory, abusive, harassing, obscene, harmful or unlawful, not to infringe anyone else's rights, and to comply with all laws that apply to you. We may remove anyone from our community for misconduct.

## **14. Personal responsibility**

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You are taking part voluntarily, and you are responsible for your own choices, actions and results. You agree to use your own judgement before acting on any idea, suggestion or reflection shared through our website, programmes or products, and you accept responsibility for how you use, or do not use, what you receive.

## **15. Your statutory rights**

Nothing in these Terms removes or reduces your legal rights as a consumer. Under the Consumer Rights Act 2015, digital content and services must be of satisfactory quality, fit for purpose and as described, and services must be carried out with reasonable care and skill. If we fall short of that, you have rights that these Terms do not affect. For more information about your rights, contact your local Citizens Advice service.

## **16. Website provided "as is"**

Our website and its content are provided "as is" and without warranties of any kind, whether express or implied, to the fullest extent the law allows. We do not warrant that the website will be uninterrupted, error-free, or free of viruses or other harmful components, or that any information on it is complete, accurate or up to date. This section does not affect your statutory rights in section 15.

## **17. Limitation of liability**

Nothing in these Terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for anything else that cannot be limited or excluded by law.

Subject to that, we are not liable for any loss of profit, or for any indirect, special or consequential loss, and our total liability to you for any claim arising out of or in connection with your use of our website, programmes or products, whether in contract, negligence or otherwise, will not exceed the amount you have paid us for the programme or product the claim relates to.

## **18. Indemnity and release**

To the extent permitted by law, you agree to release us, and anyone connected with our business, from any claims, demands or damages arising out of your use of our website, programmes or products, other than claims arising from our own negligence, breach or anything we cannot exclude by law.

## **19. Events outside our control**

We are not responsible for any failure or delay in delivering a programme where it is caused by something beyond our reasonable control, including illness, family emergency, technical failure, power or internet failure, or similar. If a live session cannot go ahead, we will reschedule it or provide a recording or equivalent where reasonably possible.

## **20. Testimonials and feedback**

If you share a testimonial or feedback with us, you agree that we may use it in our marketing across our websites and social media. We may lightly edit it for length or clarity, and we will not change its meaning. You can ask us to stop using your testimonial at any time by emailing us, and we will remove it from anything within our control going forward.

Where a testimonial is given in connection with a discounted place, such as a founding-cohort rate, and we share it publicly, we will make any such connection clear where required, so that our reviews stay honest.

## **21. Third-party links, affiliates and endorsements**

Our website and materials may link to or mention other people, businesses, products or services. Those links are shared for your information and are not our endorsement, and we are not responsible for their content or their own policies. From time to time we may partner with or promote others whose work aligns with ours, and we may

receive compensation for doing so. Any such promotion is not an endorsement, and you should use your own judgement about whether something is right for you.

## **22. Errors and omissions**

We take care to keep our information accurate, but it may occasionally contain errors or become out of date. You agree that we are not responsible for the accuracy of everything on our website or for any errors or omissions, and that our content is provided for education and information only.

## **23. Complaints**

If something is not right, please tell us. We would always rather hear from you and put things right. Email [admin@christinechuhuidavies.com](mailto:admin@christinechuhuidavies.com) and we will work with you to reach a fair resolution. Raising a complaint with us does not affect your statutory rights.

## **24. Changes to these Terms**

We may update these Terms from time to time. The version published on our website at the time you buy or use a programme or product is the version that applies. We may also amend, remove or vary our website, programmes or products at our discretion.

## **25. General**

If any part of these Terms is found to be unenforceable, the rest remains in force. These Terms, together with the details provided at the point of purchase and our Privacy Policy, are the entire agreement between us about their subject matter. A delay in enforcing any part of these Terms is not a waiver of our right to do so.

## **26. Governing law**

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These Terms are governed by the laws of England and Wales, and the courts of England and Wales have exclusive jurisdiction over any dispute arising from them. If you use our website or buy from us from outside the UK, you do so at your own risk and are responsible for compliance with your local laws.

## **27. Contact**

Christine Chu Hui Davies

[admin@christinechuhuidavies.com](mailto:admin@christinechuhuidavies.com)

66 Paul Street, London EC24 4NA

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## **CANCELLATION FORM**

To: Christine Chu Hui Davies,  
66 Paul Street, London EC24 4NA,  
[admin@christinechuhuidavies.com](mailto:admin@christinechuhuidavies.com).

I give notice that I cancel my contract for the supply of the following service:  
[programme name].

Ordered on: [date].

Your name:

Your address:

Your email:

Date:

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