



Understanding Your Nervous System: A Journey Back to You Terms, Privacy & Refund Policy

CLIENT AGREEMENT & TERMS

1. EDUCATIONAL PURPOSE

This programme is designed for educational and personal development purposes only. It is not therapy, counselling, psychotherapy, medical treatment, or a substitute for professional mental health support.

Any information, resources, practices, or guidance provided are intended to support self-awareness and understanding of the nervous system.

2. PERSONAL RESPONSIBILITY

You acknowledge that you are responsible for your own physical, emotional, and mental wellbeing throughout your participation in this programme.

You agree to engage with the content at a pace that feels safe and manageable for you and to seek appropriate professional support if required.

3. NO GUARANTEES

While the programme is designed to support learning and self-awareness, no specific outcomes or results can be guaranteed.

Individual experiences and results will vary.

4. CONFIDENTIALITY

Any personal information shared by you will be handled in accordance with the Privacy Policy.

5. INTELLECTUAL PROPERTY

All programme materials, including videos, workbooks, written content, exercises, graphics, and resources, remain the intellectual property of Hannah Halliwell and Emberlight Mental Wellbeing.



Materials are provided for your personal use only.

You may not:

- Share programme content with others
- Copy or reproduce materials
- Upload materials to websites, social media, or online platforms
- Record, distribute, or sell any part of the programme
- Provide access to another person using your purchase

Unauthorised sharing or distribution may result in immediate removal of access and potential legal action.

6. LIMITATION OF LIABILITY

To the fullest extent permitted by law, Hannah Halliwell and Emberlight Mental Wellbeing shall not be liable for any loss, damage, injury, or claim arising from participation in this programme.

7. ACCEPTANCE

By purchasing or accessing this programme, you confirm that you have read, understood, and agree to these terms.

PRIVACY POLICY

Emberlight Mental Wellbeing is committed to protecting your privacy and handling your personal information responsibly.

1. INFORMATION WE COLLECT

- Name
- Email address
- Payment information (processed securely through third-party payment providers)
- Information you voluntarily provide during programme participation

2. HOW YOUR INFORMATION IS USED

Your information may be used to:

- Deliver programme materials
- Communicate important updates



- Provide customer support
- Process payments
- Improve services

3. DATA STORAGE

Reasonable measures are taken to protect your personal information from unauthorised access, misuse, or disclosure.

4. THIRD-PARTY SERVICES

We may use third-party platforms for payments, email communications, course hosting, and administration.

5. SHARING OF INFORMATION

Your personal information will never be sold.

Information will only be shared where required by law or where necessary to provide the service you have purchased.

6. YOUR RIGHTS

You may request access to, correction of, or deletion of your personal information by contacting Emberlight Mental Wellbeing.

7. CONTACT

Contact: [Insert Contact Email]

REFUND POLICY & WELLBEING DISCLAIMER

Due to the immediate access provided to digital content, all purchases of Understanding Your Nervous System: A Journey Back to You are final.

No refunds, exchanges, transfers, or credits will be provided under any circumstances, including:

- Change of mind
- Lack of time to complete the programme
- Personal circumstances
- Failure to access or engage with the materials



Please ensure the programme is suitable for your needs before purchasing.

By purchasing this programme, you acknowledge and agree to this no refund policy.

WELLBEING DISCLAIMER

This programme is designed for educational purposes and is not intended to diagnose, treat, cure, or prevent any mental health condition.

If you are experiencing significant distress or require mental health support, please seek assistance from a qualified healthcare professional.

This programme is not therapy and should not replace professional medical, psychological, or therapeutic support.