

# Terms and Conditions — The Sovereign Body Method

## 1. About us and these terms

1.1 These terms apply when you enquire about, book or take part in The Sovereign Body Method, and when you use this website.

1.2 The Sovereign Body Method is provided by MFB Osteopathy Ltd (company number 16807944), Elsie House, 30 High Street, Hoddesdon, Hertfordshire EN11 8BP. Coaching is delivered personally by Monica Blackburn. In these terms, "we", "us" and "our" mean MFB Osteopathy Ltd.

1.3 Before you begin, you will sign a Client Agreement. It sets out the full detail of your programme. If anything in these terms conflicts with your signed Client Agreement, the Client Agreement takes priority.

1.4 How we handle your personal information is explained in our [Privacy Notice](#).

1.5 You can contact us at [info@mfb-osteopathy.com](mailto:info@mfb-osteopathy.com).

## 2. The programme, booking and payment

2.1 The Sovereign Body Method is a 12-week 1:1 coaching programme. It includes 6 fortnightly 60-minute calls on Zoom and Monday–Thursday message support on Telegram, with replies within 24 hours.

2.2 Your place is confirmed once you have signed the Client Agreement and made your first payment.

2.3 You can pay for the programme in full, or in monthly instalments. The price and payment schedule are confirmed in your Client Agreement before you sign. Payments are taken online by card through Stripe. We are not currently VAT registered, so no VAT is charged.

2.4 Choosing monthly payments commits you to the full programme fee. It is a way to spread the cost, not a rolling subscription.

2.5 If a payment is 14 days overdue, calls and message support may be paused until it is received.

2.6 We may change our prices for future clients. The price you agreed when you booked will not change during your programme.

## 3. Cancellation, pausing and ending early

3.1 **Your 14-day right to cancel.** You can cancel for any reason within 14 days of signing your Client Agreement by telling us in writing. We will refund any payment within 14 days of your notice.

3.2 **Rescheduling calls.** Either of us can move a call with at least 24 hours' notice. A call missed without notice may be forfeited.

3.3 **Pausing.** If illness, bereavement or an emergency interrupts your programme, you can pause once for up to 2 weeks. Your end date moves by the same amount.

**3.4 If you end early.** After the 14-day cancellation period, you can leave the programme by giving 7 days' written notice. The rest of the programme fee remains payable, because your place and Monica's time are reserved for the full 12 weeks.

**3.5 If we end early.** If we end the programme for any reason other than a breach of your Client Agreement, we will refund the unused part of your fee. If Monica can't work because of illness or events outside our control, we will reschedule your sessions and extend your end date. If that isn't possible, we will refund the unused part of your fee.

**3.6** We may end the programme if payments remain unpaid for more than 30 days, or immediately if your conduct is abusive or unsafe.

## **4. Health, scope and your responsibilities**

**4.1** The Sovereign Body Method is coaching, not medical treatment. Although Monica is a registered osteopath, no diagnosis or osteopathic treatment is provided as part of the programme. Osteopathy can be booked separately through MFB Osteopathy.

**4.2** Coaching is not a substitute for advice from your GP or other medical, psychological, dietetic, legal or financial professionals. It is not counselling or mental health treatment.

**4.3** The programme supports women through midlife, including perimenopause and menopause, but it is not a menopause treatment service. Please speak to your GP or menopause specialist about HRT or other medication.

**4.4** You will complete a health questionnaire before starting. If you have a medical condition, are pregnant, take regular medication or have been advised to limit physical activity, please check with your GP before beginning a new exercise or nutrition approach.

**4.5** Please train, eat and rest within your own capacity, stop if something doesn't feel right, and tell Monica promptly about any change in your health, injuries or medication.

**4.6** Results depend on many factors, including your own commitment, and cannot be guaranteed. Any client stories we share describe individual experiences, not typical or promised results.

**4.7** The programme is for adults aged 18 and over.

## **5. Content, website use and intellectual property**

**5.1** The Sovereign Body Method name and all its frameworks, worksheets, recordings, resources and website content belong to us. You may use programme materials for your own personal use only. Please don't copy, share, sell or teach them to others.

**5.2** Information on this website and our social media is general education, not personal health advice. Please don't rely on it in place of advice from a qualified professional who knows your circumstances.

**5.3** We work to keep this website accurate and available, but can't guarantee it will always be error-free or uninterrupted. Links to other websites are provided for convenience; we're not responsible for their content.

5.4 We will never use your name, image or story publicly without your separate written consent, which you can withdraw at any time. You are always free to share your honest experience of the programme.

## **6. Liability, complaints and governing law**

6.1 Our total liability to you in connection with the programme is limited to the fees you have paid. We are not liable for losses that were not reasonably foreseeable.

6.2 Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else that cannot be limited by law. Nothing affects your statutory rights as a consumer.

6.3 We hold professional indemnity insurance covering our coaching practice.

6.4 If you're unhappy with any part of the programme, please tell Monica first at [info@mfb-osteopathy.com](mailto:info@mfb-osteopathy.com). We will acknowledge your complaint within 5 working days and aim to resolve it within 28 days. If we can't agree, we will consider mediation before either of us goes to court.

6.5 We may update these terms from time to time. The version in force when you signed your Client Agreement applies to your programme.

6.6 These terms are governed by the law of England and Wales.

Last updated: 23 September 2026