



## Tech Angel Momentum – Terms & Conditions

By subscribing to **Tech Angel Momentum**, you agree to the following terms:

### 1. Service Overview

*Tech Angel Momentum* is a monthly support package combining:

- 1 x Tech Angel Co-Working session per month
- Tech Angel in Your Pocket (Plus) messaging support

This provides a blend of real-time and asynchronous support to help you make consistent progress with your systems.

### 2. Subscription & Billing

Momentum is a monthly subscription. Payment is taken in advance each month and continues until cancelled.

You may cancel your subscription at any time. Your support will continue until the end of your current billing period.

### 3. Co-Working Sessions

Your plan includes **1 Co-Working session per month**.

- sessions must be booked within your active billing period
- unused sessions do **not roll over**
- standard [Co-Working terms & conditions](#) (booking, rescheduling, scope) apply.

### 4. Messaging Support (Tech Angel in Your Pocket)

Momentum includes Tech Angel in Your Pocket (Plus).

- messages can be sent at any time
- responses will be provided within 48 hours (often sooner)

Use of messaging support is subject to the [Tech Angel in Your Pocket Terms & Conditions](#).



## 5. Fair Use & Respect

Momentum is designed to provide ongoing, supportive access while you work on your systems - not to replace full done-for-you services or unlimited on-demand support.

Messaging support should be used for:

- questions, guidance, and troubleshooting
- feedback and light review

Co-Working sessions provide dedicated time for you to focus on implementation with support at hand for questions.

If your needs extend beyond what can reasonably be supported within Momentum, I may recommend:

- additional Co-Working sessions
- 1:1 Support Call
- or Tech Partner / Tech VA services

I reserve the right to set appropriate boundaries and to pause or discontinue support if the service is repeatedly used outside of its intended scope.

## 6. Scope

Support covers digital tools, platforms, and systems within my area of expertise.

If something falls outside of scope, I will let you know and may suggest an alternative solution or referral.

## 7. Refunds

Momentum subscriptions are non-refundable.



## 8. Cancellation & Use of Remaining Support

You may cancel your subscription at any time. Your support will continue until the end of your current billing period.

Co-Working sessions must be used within the active billing period and do not carry over after cancellation.

Any unused messaging support (including rollover) may be used for up to **30 days after your subscription ends**, after which it will expire.

No further support will be provided once this period has ended.

## 9. Confidentiality

Any information you share will be kept confidential and handled with care.

This includes any information shared directly, as well as anything visible during screen sharing (such as emails, customer data, account details, or business information).

I will not access, use, or retain this information beyond what is necessary to support you.

Where recordings are made, these will be shared only with you and will not be shared with any third parties.

You are responsible for ensuring that any sensitive information visible during screen sharing is appropriate to share.