

TERMS AND CONDITIONS
HEALINGRESOURCES.RECONNECTED.LIFE

ReConnected Life Ltd.
The Coach House
Ealing Green
London W5 5ER

1. INFORMATION ABOUT US

1.1 HEALINGRESOURCES.RECONNECTED.LIFE is a site operated by RECONNECTED.LIFE ("we" or "us"). Our address is The Coach House, Ealing Green, London, W5 5ER and our email address is hello@reconnected.life.

2. SERVICE AVAILABILITY

2.1 Our site is accessed by users globally. The consumer protections of those jurisdictions will apply.

3. YOUR STATUS

3.1 By placing an order through our site, you warrant and confirm that:

- (a) You are legally capable of entering into binding contracts;
- (b) You are at least 18 years old;
- (c) You are not using this Resource for your business

4. APPLICATION OF TERMS AND CONDITIONS

4.1 These terms and conditions ("Terms") apply to the Programmes, Courses and Resources ("Resources") operated by RECONNECTED LIFE LTD ("we" or "us"). By registering to access our Resources, you agree to the following Terms and that these prevail over any inconsistent terms or conditions contained, or referred to, elsewhere or as implied by law, trade custom, practice or course of dealing.

4.2 The agreement is between us and you, the person or entity registering to be a participant in the Resources ("you") and which is subject to these Terms ("Contract"), shall come into effect upon us emailing you to confirm our acceptance

of your registration form for the Resources and shall continue until terminated in accordance with these Terms.

- 4.3 If you are purchasing online, the order process will be as follows:
- (a) add the Resources to the cart and proceed to the checkout and make payment as directed;
 - (b) if you are paying by PayPal, you will be re-directed to the PayPal website for you to make payment and then once payment is made, you will be re-directed back to our site;
 - (c) we will send you an email acknowledging your order and confirming whether we have accepted your order.
 - (d) If at any stage you have made an error in your order, you may email us at hello@reconnected.life to correct any errors.
- 4.4 If you are purchasing online, you should print a copy of these Terms for your records as we will not be filing a copy and we may change these Terms from time to time.
- 4.5 These Terms should be read in conjunction with our Website Terms of Use, Privacy Policy and Acceptable Use Policy (all of which can be found on our website reconnected.life ("site")).
- 4.6 Any content posted or submitted by you to our site or in our forum or any contribution on group sessions in the course of the Resources is subject at all times to the Acceptable Use Policy.

5. RESOURCES

- 5.1 The Resources shall be provided as detailed on the site when purchased
- 5.2 The date and time of all sessions are as set out on the site or as otherwise communicated to you, but are subject to change. We will provide you with as much notice of any change as is possible but we shall not be liable to you in any way for any change to such dates or times. Please check the site or our Facebook Group regularly for updates on changes to dates and times.
- 5.3 Group sessions shall start and end at the scheduled times regardless of the time that you join the session. If you are late for a group session, the session will not be extended and we shall not be obliged to refund you any amounts in relation to such session.

5.4 The materials we deliver as part of the Resources do not in any way constitute advice or recommendations. We are providing training and guidance only. We are not able to advise you on your individual circumstances.

6. ONLINE CONTENT AND SESSIONS

6.1 The online sessions of the Resources are held on third party secure servers and we have taken all reasonable steps to ensure that the online content will be available at all times during the course of the Resources but in the event that such content (or any content added by you or other participants in the Resources) is not available in whole or in part at any time, or becomes corrupted, is deleted or is failed to be stored, we shall have no liability in any circumstances.

6.2 You agree to keep user details and your password for the site confidential at all times and to not disclose them to any third party. You must notify us immediately if you become aware of any unauthorized use of your account and you shall indemnify us against all claims, damages, losses, costs or expenses (including professional fees) and any other liability which arises from any unauthorized use of your account.

6.3 Any digital materials included in the Resources require the following hardware and software and other functional requirements in order to be fully used: a functional computer with access to the internet and ability to open documents (e.g. Windows 10 or equivalent), with audio and video playback capability

6.4 Any digital materials included in the Resources have the following technical protection measures: access via unique username and password.

7. PAYMENT

7.1 The total price payable for the Resources is as set out on the site.

7.2 The price of any Resource will be as quoted on our site from time to time, except in cases of obvious error.

7.3 VAT is not currently payable and not included in the price at the current time.

7.4 Where your order includes ongoing access to the course or resource materials (for the period stated on the order form), your access shall expire (and the Contract shall terminate) on the date falling on the expiry of such stated period, unless it is 'lifetime' access. If you wish to continue to have access to the course or resource materials, you must renew your membership in the manner advised on our site.

- 7.5 'Lifetime' access means as long as ReConnected Life Ltd continues to be in business
- 7.6 Prices are liable to change at any time, but changes will not affect orders in respect of which we have already sent you a Download Confirmation.
- 7.7 Payment for all Resources must be by such method of payment as is specified on our website. If you choose to pay by PayPal, you must have a valid PayPal account in order to purchase a Resource.
- 7.8 If your Resource is available to pay by instalments or in one amount the total price payable shall depend upon which option you have chosen and shall be as set out when ordering.
- 7.9 If you choose to pay in instalments, you will then be charged for the further instalments until the total price payable has been paid. If we send you invoices, these must be paid within 7 days of the date of the invoice. For the avoidance of doubt, even if you do not continue to participate in the Resource, such instalments remain payable.
- 7.10 If you are paying instalments online through Stripe, Paypal or a similar online payment method, you agree that we can take such further instalments automatically when due and without any further consent from you.
- 7.11 Without prejudice to any other right or remedy that we may have, if any sum payable under these terms is not paid within 7 days of the date due we reserve the right to (i) charge interest from the date due for payment to the actual date of payment at the rate of 4% above the base rate of the Bank of England from time to time in force and/or (ii) suspend the availability of the Programme until such time as payment is made or the Contract is terminated.

8. OUR OBLIGATIONS

- 8.1 We warrant to you that the Resources and Resources materials purchased from us is of satisfactory quality and reasonably fit for the purpose for which the Resources is supplied.
- 8.2 Other than as set out in paragraph 8.1 above, all warranties and representations are excluded to the fullest extent permitted by law. Due to the nature of coaching and the fact that your success is dependent on a number of factors over which we have no control, we do not guarantee any particular results.
- 8.3 We will endeavour to ensure that all information that we provide is accurate and up-to-date but we shall not be liable for any claims arising from such information being inaccurate or not up-to-date or otherwise.

- 8.4 You acknowledge that in the course of the Resources you may have access to other Resources participants confidential information and you agree not to use or disclose to any third party such confidential information. This restriction does not apply to:
- (a) any use or disclosure authorised by you or required by law;
 - (b) any use or disclosure which you consider necessary or advisable in order to prevent illegal acts or harm to others; or
 - (c) any information which is already in, or comes into, the public domain otherwise than through your unauthorised disclosure.
- 8.5 If you are buying as a consumer (as defined in the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 – namely you are buying the Resources as an individual acting for purposes which are wholly or mainly outside of your trade, business, craft or profession, you may cancel the Contract within 14 days of the date of you registering for the Resources by emailing us at hello@reconnected.life stating your clear intention to cancel or by using the form of cancellation annexed to this agreement at Annex 1. If we receive such email within 14 days of the date of you registering for the Resources, we shall provide you with a full refund of the amount paid by you up to such date, within 14 days of the day on which we received your valid notice of cancellation and usually by the method originally used by you to pay for your purchase.
- 8.6 You hereby request immediate performance of the Contract and acknowledge that you will lose your right of withdrawal from the Contract once the service contract is fully performed. If you cancel the Contract before the services have been fully performed, you agree that you will pay for the supply of the service for the period for which they are supplied. The amount payable will be in proportion to what has been supplied, in comparison with the full coverage of the Contract.
- 8.7 You agree that we may begin the supply of digital content not on a tangible medium before the end of the cancellation period set out in paragraph 8.5 above and you acknowledge that you will lose your cancellation rights in relation to such digital content.
- 8.8 You acknowledge that your personal data will be processed by and on behalf of us as part of us providing the Resources to you in accordance with our Privacy Notice that you can view at <https://reconnected.life/privacy-policy/>

9. INTELLECTUAL PROPERTY

- 9.1 We are the owner or the licensee of all Intellectual Property Rights and all other rights in the Resources and all content within the Resources and nothing in these Terms or otherwise shall operate to transfer the ownership of the Intellectual Property Rights in the Resources or the content of the Resources to you or to any other person.
- 9.2 You may not at any time copy, reproduce, publish in any form, share, sell, dispose of or otherwise make available to a third party in any way any of the content or materials (or any of the ideas and concepts created by us and contained in the content or materials) contained in the Resources.
- 9.3 We grant to you a limited, non-exclusive, non-transferable, non-sub licensable revocable licence to use all or any of the content of the Resources for the purposes for which the Resources was provided only.
- 9.4 Except as set out in paragraph 9.3, you may not use any of our intellectual property rights at any time except where duly licensed. Use of our logo is strictly prohibited without our prior written consent.
- 9.5 You may not without our prior written consent make any audio or visual recordings of any part of our Resources.
- 9.6 We may from time to time record the Resources being delivered during your attendance. You authorise us to use your image and voice in any such recordings without payment, other condition or need for further consent.
- 9.7 You are not permitted to sell or promote products or services to other participants in the Resources at or during any part of our Resources without our prior written permission. You shall not contact any participants of the Resources other than in relation to progressing within the Resources.
- 9.8 The provisions of this paragraph 9 shall survive termination of the Contract.

10. TERM AND TERMINATION

- 10.1 The Contract shall continue until the end of the Resources when the Contract shall expire other than for the Terms that are specifically stated to remain in force. [For the avoidance of doubt, the license granted in paragraph 9.3 shall terminate automatically on termination or expiry of the Contract.]

- 10.2 You may terminate the Contract at any time before the date falling 30 days from your date of registration by emailing us at hello@reconnected.life and clearly stating your wish to terminate and explaining how the Resources has not enabled you to meet its stated objectives. If we agree (acting reasonably) that the Resources has not enabled you to meet its stated objectives as a result of the Resources (rather than as a result of your action or inaction or your personal attributes) we may provide you with a full refund of the amount paid by you up to that date for the Resources
- 10.3 Notwithstanding the provisions of paragraph 10.1 or 10.2, either of us may terminate the Contract on written notice to the other with immediate effect if at any time:
- (a) The other commits any serious or repeated breach or non-observance of any of the provisions of these Terms; or
 - (b) The other (i) makes a resolution for its winding up, (ii) makes an arrangement or composition with its creditors, (iii) makes an application to a court of competent jurisdiction for protection from its creditors, (iv) is unable to pay its debts, (v) ceases trading or an administration or winding-up order is made or an administrator or receiver is appointed in relation to such party, (vi) is declared bankrupt or (vii) is convicted of a custodial offence (other than a road traffic offence); or
 - (c) The other party commits any fraud or dishonesty or acts in any manner which in the opinion of the terminating party brings or is likely to bring the terminating party into disrepute or is materially adverse to the interests of the terminating party.
 - (d) We may terminate the Contract without any liability to make any refund to you if your continued participation in the Resources is in our opinion causing disruption to the running of the Resources or to other participants.
- 10.4 Where you have set up recurring payments, it is your responsibility to terminate these payments following termination of the Contract.
- 10.5 On or before the date of termination of the Contract, you shall immediately pay any unpaid fees or other sums payable under these Terms (which for the avoidance of

doubt shall include any remaining instalments regardless of the point at which the Contract is terminated).

- 10.6 Termination of this agreement shall not affect the accrued rights, remedies, obligations and liabilities of either of us as at the date of termination of this Contract, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination.
- 10.7 Any delay by us in exercising our right to terminate the Contract shall not constitute a waiver of our right to terminate or to seek any other remedy.
- 10.8 Paragraphs which expressly or by implication have effect after termination of the Contract shall continue in full force and effect after the date of termination of the Contract.
- 10.9 This paragraph 10 shall survive termination of the Contract.
- 10.10 Where the Contract expires, this shall be treated as a termination for the purposes of paragraph 10.7 and all other paragraphs that refer to “termination”.

11. LIABILITY

- 11.1 Nothing in this paragraph 11 shall limit our liability for death or personal injury caused by our negligence or for our fraud or fraudulent misrepresentation or for any matter for which liability cannot be legally excluded or limited.
- 11.2 We shall not be liable for any loss of profits, loss of business, depletion of goodwill and/or similar losses, loss of anticipated savings, loss of goods, loss of contract, loss or corruption of data or information or any special, indirect, consequential or pure economic loss, costs, damages, charges or expenses suffered or incurred by the you as a result of you entering into the Contract and/or us providing the Resources.
- 11.3 Our total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise arising in connection with the performance or contemplated performance of the Contract shall in all circumstances be limited to the price paid by you for the Resources.
- 11.4 Any claims to be brought under or arising out of the Contract must be brought within 6 months of the date of the event giving rise to the claim.
- 11.5 If we are prevented from or delayed in performing our obligations by your act or omission or by any circumstance outside of our control (including our illness or

incapacity or that of any member of the team involved in providing the Resources), we shall not be liable to you for any costs, charges or losses sustained or incurred by you that arise directly or indirectly from such prevention or delay.

11.6 We may make changes (and shall not be liable for any additional costs incurred by you or for any other liability incurred by you as a result of changes) in (i) the Resources, (ii) any other content, (iii) the location of venues, (iv) the time and date of sessions or (v) the delivery mode of the sessions (for example changing an in person session to an online session) (vi) trainers, instructors or coaches.

11.7 The provisions of this paragraph 11 shall survive termination of the Contract.

11.8 You acknowledge and agree that:

(a) The Contract constitutes the entire agreement and understanding between us and supersedes any previous arrangement, understanding or agreement between us relating to the provision of the Resources (which shall be deemed to have been terminated by mutual consent);

(b) in entering into the Contract you have not relied on any undertaking, promise, assurance, statement, representation, warranty or understanding (whether in writing or not) of any person (whether party to the Contract or not) relating to the provision of the Resources other than as expressly set out in the Contract.

12. GENERAL

12.1 By registering for our Resources you warrant that:

(a) That all information you provide us with is materially true and accurate at all times and not misleading in any way.

12.2 You accept that communication with us will be mainly electronic. We will contact you by e-mail or provide you with information by posting notices on our site. You agree to this electronic means of communication and you acknowledge that all contracts, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.

12.3 We may vary these Terms (other than the price payable by you for the Resources) as we see fit from time to time and if we do, we shall notify you by email of the change of terms. Your continuation with the Resources will be deemed to be your

acceptance of any new Terms. [Where there has been a material change to the Terms, if you do not wish to accept the new Terms and provide us with written notice of this within 7 days of our email to you setting out the changes to the terms, the Contract will terminate immediately without further notice and we will refund to you a pro rata amount of any sums paid by you for the Resources in advance, for sessions that you are no longer able to take due to such termination.]

- 12.4 The Contract is personal to you and you may not assign, transfer, charge, subcontract, sub-license or deal in any other manner with all or any of your rights under the Contract.
- 12.5 We may transfer, assign, charge, sub-contract or otherwise dispose of a Contract, or any of our rights or obligations arising under it, at any time during the term of the Contract.
- 12.6 If we fail to insist upon strict performance of any of your obligations under the Contract, or if we fail to exercise any of the rights or remedies to which we are entitled under the Contract, this shall not constitute a waiver of such rights or remedies and shall not relieve you from compliance with such obligations. A waiver by us of any default shall not constitute a waiver of any subsequent default. No waiver by us of any of these Terms shall be effective unless it is expressly stated to be a waiver and is in writing.
- 12.7 If any of these Terms are determined by any competent authority to be invalid, unlawful or unenforceable to any extent, such term, condition or provision will to that extent be severed from the remaining terms, conditions and provisions which will continue to be valid to the fullest extent permitted by law.
- 12.8 A person who is not a party to the Contract shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Contract.
- 12.9 The rights of the parties to terminate, rescind or agree any variation, waiver or settlement under the Contract are not subject to the consent of any person that is not a party to the Contract.
- 12.10 The Contract and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with English law.

- 12.11 We each irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with the Contract or its subject matter or formation (including non-contractual disputes or claims).
- 12.12 Unless the context otherwise requires, a reference to one gender shall include a reference to all genders.

ANNEX 1

MODEL CANCELLATION FORM

To ReConnected Life Ltd, The Coach House, Ealing Green, London W5 5ER. Or
hello@reconnected.life

**PLEASE NOTE THIS FORM ONLY APPLIES IF YOU ARE PURCHASING A COURSE OR RESOURCE
IN YOUR CAPACITY AS A CONSUMER**

I/we* hereby give notice that I/we* cancel my/our* contract of sale for the supply of the
following services:

.....

Ordered on

Name of consumer

Address of consumer

Signature of consumer

Date

[* delete as appropriate]