



Thank you for choosing to work with Lucky Silver Linings. We are confident that you will experience great benefits from participating in this Service, Program, Product, Course, Meditation, or Program Material and we look forward to supporting your journey to motherhood.

In order to gain the most from your experience with Lucky Silver Linings please read and confirm that you agree with the provisions below. Please do get in touch if you are unclear of any of the provisions.

By booking any program with Lucky Silver Linings, you are agreeing to the following Terms and Conditions:

1. General

1.1 Subject to these terms, Lucky Silver Linings agrees to provide access to the program that you have chosen. The term 'Program' includes, but is not limited to group programs, YouTube videos, Facebook lives, masterclasses, workshops, training programs, group coaching and masterminds, whether free or paid.

1.2 These Terms and Conditions apply to the use and access of any free or paid resources which are provided directly to you or through our website or sales pages. This may include, but is not limited to, audio files, workbooks, emails, PDFs, introductory sessions, podcasts or workshops.

1.3 Please note that the use of the term 'healing' in any of the content of the program does not, and is not intended to represent or imply that medical advice or treatment is being provided. We are not qualified medical practitioners and do not provide medical consultations or advice relating to medical, psychological, psychiatric or other health conditions. Should you experience any health concerns, we would encourage you to seek professional medical advice.

1.4 The chosen program may include, but is not limited to, the use of mindset work, inner enquiry exercises, subconscious belief work, guided journaling questions, recorded or live meditations and energy work. These methods are all to be used as holistic support and are not intended to be taken as medical advice or treatment.

1.5 The chosen program uses a number of highly effective energetic practices. It is normal for emotions or traumas to be triggered during the process and you may feel shifts in energy for a few days following completion of the suggested exercises. The experience is different for each individual and it is your responsibility to maintain a good self-care routine following each session and to obtain professional medical support if required.

1.6 Any information provided by Lucky Silver Linings as part of this program is for guidance purposes only and must not be taken as advice or a guarantee of any outcome.

1.7 By booking a program you acknowledge that you have read, understand, and agree to be bound by the terms of this Agreement.

2. Payment

2.1 In exchange for the service, you agree to pay the amount stated at the time of booking.

2.2 The total amount is due at time of booking, unless a payment plan is agreed with Lucky Silver Linings.

2.3 Where relevant, your place on the program may be canceled if payment is not made within the specified time and any deposit paid will not be refunded.

2.4 Subject to clause 3, you are responsible for the total fee as stated at the time of booking, regardless of whether or not you attend all sessions.

2.5 You authorise Lucky Silver Linings to process payment by way of bank transfer, cash, through Stripe or a similar platform.

2.6 Payment plans may be arranged at the discretion of Lucky Silver Linings. If we agree to payment for our services by payment plan, a supplementary fee may be charged.

2.7 If a payment plan is agreed, you must pay the first instalment at the time of booking.

2.8 If you fail to make any of the payments on the date due we shall invoice you immediately for the whole of the outstanding balance and payment for that invoice will become due immediately.

2.9 In the event payment is beyond 14 days overdue then we shall be entitled to terminate this agreement and instruct a collection or legal agent to seek recovery of the fee along with interest and any accrued costs incurred.

3. Cancellation/Amendments

3.1 Cancellations and amendments are subject to the conditions below and can be made at any time.

3.2 If you wish to cancel your place on the program within 14 days of the date of this Agreement, you will be given the option to select an alternative service or to receive a refund (provided the program has not already commenced and provided the resources/training materials have not been dispatched).

3.3 If we have incurred any reasonable costs, such as payment fees, these will be deducted from any money you have already paid.

3.4 The program is non-refundable save for the circumstances set out in clause 3.2 and 3.8.

3.5 In light of our clear refund policy, no chargeback or threatened chargeback claims from your debit or credit card provider will be accepted.

3.6 We reserve the right to amend the techniques used during the program based on the topic(s) being worked on and the suitability of the modality.

3.7 You may choose to alter your package at any time only by including more services. You will be charged for any sessions that have already been fulfilled and will be required to make payment for any additional services.

3.8 If due to exceptional circumstances, we need to cancel a session, you will be notified as soon as possible and an alternative date will be provided. In the event we are unable to deliver the services, you shall be entitled to a partial refund for any of the services which you have paid for but have not yet received.

4. Results and guarantees

4.1 Although coaching and meditational modalities have great benefits, your success and results depend on many factors, including but not limited to your personal motivation, your time commitment, how effectively you implement the strategies taught in the program and your efficiency in following up on each module of the program and existing health conditions.

4.2 Testimonials and examples provided are not intended to represent or guarantee that you will achieve the same or similar results.

4.3 Lucky Silver Linings does not provide medical, legal, psychological or psychiatric advice as part of this program. All opinions are provided for your consideration and should not be solely relied upon. We aim to provide great benefits from your participation in the program, however, Lucky Silver Linings does not guarantee or represent in any way that you will attain a certain level of health, successful pregnancy, or any other metric of success. It is your responsibility to obtain professional advice as required.

4.4 The information provided during the program will be general in nature and will not be personalised. Whilst we will make every effort to accommodate questions, we cannot guarantee that there will be time during a group program. Should you require personal or one-to-one support, or feel that you require further contact or support please contact Lucky Silver

Linings at sarah@luckysilverlinings.co.uk for information on how we may be able to assist you further.

4.5 Should you require medical support we recommend that you seek the advice of your physician or other qualified health providers with any questions you may have regarding any medical condition.

4.6 As part of your participation in the program you may be required to review and make decisions concerning your personal and home life, business and career, finances, lifestyle, education and development and health and wellness. You understand that any such reviews, subsequent decisions, implementation and action will be your sole responsibility and that we shall not be liable for your failure to make decisions, put into action plans or strategy, or for any results whether direct or indirect arising out of your access to the program.

4.7 It is your responsibility to integrate and use the training provided and you will be required to conduct self study between sessions to gain the full benefit of the program. Lucky Silver Linings cannot be held responsible for your progress or for any support required outside of the scheduled sessions.

5. Health

5.1 In order to experience the full benefits of the program, it is advisable not to drink alcohol or consume any recreational drugs for at least 48 hours before the start of each session and 48 after the session. If you are under the influence of alcohol or drugs your place on the program may be cancelled and you will not be entitled to a refund.

5.2 Lucky Silver Linings does not claim to diagnose, heal, treat or cure any health conditions and you must continue to take any prescribed medication throughout the entire duration of the any program provided by Lucky Silver Linings.

5.3 You must inform us of any health conditions you have which may impact on your ability to participate in the program.

5.4 The exercises included as part of your program may involve the use of gentle breathing or physical movement. You must advise us if you are likely to suffer an adverse reaction to the use of any of these techniques.

5.5 It is your responsibility to advise us prior to the start of the session of any injuries, discomfort or health conditions you have which may impact on your ability to participate in the program.

5.6 During the program you may be exposed to information or situations that trigger deep or otherwise unresolved emotional responses. By participating in the program you are confirming that you are mentally well enough to do so and you understand that you are personally responsible for managing your own emotional state.

5.7 You agree not to hold us liable for any emotional distress experienced as a result of your participation in the program and we reserve the right to terminate your access where we have concerns as to your suitability to safely use the program.

6. Reasonable use of equipment

6.1 During the program we may use equipment which requires specific handling and you must take reasonable care at all times during the session to ensure your safety.

6.2 Lucky Silver Linings will not be liable for any injury or loss which is caused by your mistake, error or negligence.

7. Access to program

7.1 Provided these terms are adhered to, you will be given access to the program for the duration as agreed.

7.2 Please note that the program is subject to change and modules may be added or removed and you will also benefit from these changes.

7.3 Where the program is delivered via an online platform, it will be at the discretion of Lucky Silver Linings to record the live calls and this cannot be guaranteed. Recording a session is dependant on several factors such as connectivity, storage, sensitivity of information being discussed ect.

7.4 Unless otherwise agreed, the sessions will be delivered via an online platform or meeting facility such as Facebook or Zoom.

7.5 It is your responsibility to ensure that you understand the mode of delivery for all purchases and have access to these platforms.

7.6 Whilst we have made every effort to ensure that the availability and delivery of our products are of a high standard, we cannot guarantee that your access will not be suspended or restricted from time to time, including to allow for repairs, maintenance or updates. Where possible, we will endeavour to limit the frequency and duration of suspension or restriction. If you experience any problems with accessing the program please email us as soon as possible.

7.7 We will be not be liable to you for damages or refunds, or for any other recourse, should our services become unavailable or access to the them becomes slow or incomplete due to any reason, such as system back-up procedures, internet traffic volume, upgrades, overload of requests to the servers, general network failures or delays, or any other cause which may from time to time make our services inaccessible to you.

7.8 We are not responsible for delays outside of our control. If our supply of the program is delayed by an event outside our control then we will contact you as soon as possible to let you know and we will endeavour to take steps to minimise the effect of the delay.

7.9 Where your session involves use of a third party platform it is important that you take steps to ensure your privacy, as Lucky Silver Linings is unable to monitor or control activity on separate platforms.

7.10 You must present to all live sessions in appropriate attire, as you would in a face to face session, and you are solely responsible for the environment and space you are working in.

7.11 All live group sessions are scheduled for a specified time and date. It is your responsibility to ensure you attend the scheduled sessions as live calls will only be delivered once during the program.

7.12 We reserve the right to make changes to the program, in whole or part, as we reasonably require without notice to you. If we make changes, we will ensure the program still matches the original description, except where the change enhances the original description. We shall not be liable for any reasonable changes or cancellations that are made to the program.

8. Use of online or shared platforms

8.1 By posting or submitting any material on or through our Programs, Courses, or Services such as comments, posts, photos, images or videos or other contributions, you are indicating that you are the owner of all such materials and you are at least 18 years old.

8.2 As part of the selected program you may be provided with access to a private Facebook or other Group hosted on a social media platform. These Terms apply to all Groups created by Lucky Silver Linings.

8.3 By participating in our private Groups, coaching calls or inside the online course portal (including our Facebook community), you consent to us using photographs, videos, audio recordings, testimonials and/or any other materials submitted by you to us in connection with your participation in our Program, Course or Services for our marketing or promotional efforts, without compensation to you at any time, now or at any time in the future.

8.4 You understand that the Group may be hosted on a public platform and therefore, your privacy cannot be guaranteed. Whilst we endeavour to keep information private and confidential, once information is posted online we are unable to control its reach. You understand that you are responsible for any information that you share in the group, or at any time during the program, and you understand that other members will also see what is posted.

8.5 You must not share, repost or sell any content outside of the Group.

8.6 You understand that the following behaviour is prohibited in all platforms created and used by Lucky Silver Linings:

Self promotion (unless permission is obtained directly from us)

Spam or attempts to solicit clients.

Abusive or discriminatory posts, hate speech, direct or indirect attacks on an individual or group.

8.7 Any prohibited behaviour will result in immediate termination of this Agreement in accordance with clause 11 of this Agreement

8.8 Should you wish to privately offer sessions to clients, this will be your sole responsibility and your business will be separate from Lucky Silver Linings

8.9 Participation in Programs, Courses or Services offered by Lucky Silver Linings is not intended to, or shall not be deemed to establish any partnership or joint venture between you and Lucky Silver Linings.

9. Use of materials, methods and systems

9.1 It is at Lucky Silver Linings's discretion to use alternative modalities as part of the program as and when necessary.

9.2 You agree that all methods, processes, and strategies taught by Lucky Silver Linings are our sole and exclusive property and constitute a confidential proprietary system that is protected by law, including but not limited to copyright, trademark, and trade secret law.

9.3 Lucky Silver Linings's system includes all materials associated with the program, all coaching strategies, all associated coaching advice, all video content, all meditations and all written material.

9.4 You agree to maintain the confidential nature of the program and its related materials, strategies, and advice, and you agree not to duplicate, disseminate, distribute, or otherwise disclose any part for any reason to third parties unless such disclosure:

- (i) is part of the Program,
- (ii) is required by valid legal process (whereby you agree to provide prompt written notice of such legal process to Lucky Silver Linings so that we can take appropriate legal action to protect our interests), or
- (iii) concerns matters or materials that have lawfully become part of the public domain.

9.5 You must not at any time share or provide access to this content to anyone who is not a member of the program.

9.6 We have invested significant time, effort and expense into our Programs, Products, Courses, Meditations, Services and Program Material. This information is valuable, special and are unique assets belonging to Lucky Silver Linings, which require protection from improper and/or unauthorised use.

9.7 By purchasing any of our Programs, Products, Courses, Meditations, Services or Program Material you agree that your access will be for your own personal use and reference. You must not at any time permit any product to be used for any other purpose.

9.8 When you enrol in or purchase our Programs, Products, Courses, Meditations, Services or Program Material you agree that you are clearly and expressly prohibited from doing the following:

- You are not permitted to use, copy, adapt or represent any of our Programs, Products, Courses, Meditations, Services or Program Material in any way to imply or indicate that they are your property or are created by you.
- You are not permitted to copy, share or steal our Programs, Products, Courses, Meditations, Services or Program Material, or any parts of them.
- You are not permitted to engage in improper and/or unauthorised use of our Programs, Products, Courses, Meditations, Services or Program Material. This includes copying any information purchased or accessed through our Programs, Products, Courses, Meditations, Services or Program Material for business/commercial use or in any way that earns you or anyone else money. Such activity includes, but is not limited to, publication or compilation into your own or anyone else's products, modifying, copying, reproducing, sharing, republishing, uploading, posting, transmitting, translating, selling, creating derivative works, exploiting, or distributing in any manner or medium (including by email or other electronic means).
- You must not breach our intellectual property rights, including copyright and trademark rights. Downloading, printing, or otherwise using our Programs, Products, Courses, Meditations, Services or Program Material for your own training purposes in no way gives you any copyright, trademark, intellectual property or ownership rights of our Programs, Products, Courses, Meditations, Services or Program Material.
- You are not permitted to use our Programs, Products, Courses, Meditations, Services or Program Material in a manner that constitutes an infringement of our rights or in a manner that has not been authorised by us through our prior written consent.
- You understand and agree that engaging in the prohibited use or the improper and/or unauthorised use of our Programs, Products or Services or Program Materials as set forth in these Terms of sale is considered theft and stealing. You agree and understand that prohibited use, improper and/or unauthorised use may give rise to a civil claim for damages and/or be a criminal offence.

9.9 You agree that any violation of the terms of this section will cause substantial and irreparable harm to Lucky Silver Linings and that we are entitled to seek any form of legal redress available, which may include injunctive relief and substantial damages.

10. Force Majeure

10.1 Except for an obligation to pay fees, neither Lucky Silver Linings nor you shall be liable for failure to perform any obligations under this Agreement during any period in which they cannot be performed due to matters beyond our control. This includes, but is not limited to, strike, fire, flood, or other natural disaster, war embargo, or riot, cyber-attack, sickness,

provided that the delayed immediately notifies the other party of such delay. The terms of this clause shall not exempt Lucky Silver Linings or you from the obligations hereunder, but merely suspend the duty to perform them until the force majeure condition ceases to exist.

10.2 In such circumstances the affected party shall be entitled to a reasonable extension of the time for performing such obligations.

11. Termination

11.1 Lucky Silver Linings reserves the right to terminate this Agreement at any point if we feel that you are being disruptive, are acting in breach of the law, or are in violation of this Agreement. All fees will become payable by you upon termination of this Agreement.

11.2 We shall be entitled to limit the provision of the program or suspend, and/or terminate this Agreement with immediate effect and without refund of any fee, whether paid or remaining due and payable, if we reasonably determine that you have: committed a material breach of any of your obligations under this Agreement; or failed to provide payment of any sum due to us as and when it becomes due; or become subject to a bankruptcy or similar financial order or proceedings; or acted or behaved dishonestly, fraudulently, or in a way which we reasonably consider may have a detrimental effect on our business or reputation; or failed to positively engage with the program or impaired the delivery of the mastermind to you or a program participant; or acted in a way which is abusive or is intended to cause offence to us or a programme participant; and/or failed to abide by any term of this Agreement or any other guidance we may provide whether such action constitutes a material breach or not.

11.3 Upon termination of this Agreement for any reason: your access to all Services, any private social media accounts, any Groups, and any other online resources, will be removed, unless expressly agreed otherwise. We will not be liable to you for any claims relating to the removal of that access; any Fee or other monies owed by you to us will become immediately due and payable; any terms of this Agreement which either expressly or by their nature relates to the period of time after termination and/or the Services have been delivered, shall remain in full force and effect; you shall cease to use, either directly or indirectly any Content, Systems or Confidential Information belonging to us, or provided by us to you, and shall immediately return to us or destroy any copies in your possession or control.

12. Confidentiality

12.1 Confidential information refers to any data or information relating to you, whether business or personal:

- which would reasonably be considered to be private or proprietary to you;
- that is not generally known, and;
- where the release of that confidential information could reasonably be expected to cause harm to you.

12.2 Lucky Silver Linings agrees that we will not disclose, divulge, reveal, report or use, for any purpose, any confidential information which we have obtained, except as authorised by you or as required by law. The obligations of confidentiality will apply for the duration of the session and will survive indefinitely upon termination of this Agreement.

12.3 All written and oral information and material disclosed or provided by you to us under this Agreement is confidential information regardless of whether it was provided before or after the date of this Agreement or how it was provided to us, unless it falls under clause 13 or 14.

12.4 Any information disclosed to you by Lucky Silver Linings as part of the course must also remain confidential.

12.5 The nature of the course will mean that participants may share sensitive and personal information during the course. All information shared by other participants must be kept confidential at all times.

13. Testimonials and feedback

13.1 We may ask you to provide a testimonial of your experience with us.

13.2 Should you wish to provide a testimonial, if you voluntarily provide any feedback by email or on a social media platform, or if you provide any comments you confirm that you give your consent for Lucky Silver Linings to use the text in its entirety, or in part in order to promote our business.

13.3 You agree and consent that any comments made to or about Lucky Silver Linings or its practitioners by you on any social media platform (whether on a personal profile, business profile or in a group) can be used by Lucky Silver Linings in order to promote our business.

13.4 You confirm that the testimonial, feedback or comment can be used in all media, including: printed materials, business communications, presentations, social media and in the advertising of services generally.

13.5 You give consent to Lucky Silver Linings to edit the testimonial as necessary, without consulting you, provided the message remains the same.

13.6 You give Lucky Silver Linings consent to refer to your business name, country and first name and last name, unless otherwise specified, on the testimonial and agree that the testimonial is given voluntarily and you will not receive financial compensation for it. Should you wish to remain anonymous you can request for your name to be changed at the time of submission.

14. Photography and Filming

14.1 We may ask for your consent to use photographs and/or video recordings including images of you, both internally and externally to promote our services. Should you prefer not to use an image we may request to use an alternative royalty free photo with your testimonial.

14.2 You understand that these images may be used in print and digital media formats, including print publications, website, e-marketing, posters, banners, advertising, film, social media, and teaching purposes.

14.3 You have the right to request to see a copy of the information we hold about you and to request corrections or deletions of the information that is no longer required.

14.4 You can ask Lucky Silver Linings to stop using your images at any time, in which case it will not be used in future publications, but may continue to appear in publications already in circulation.

15. Complaints

15.1 We are committed to providing the best service possible. If for any reason you are not satisfied with the service, please contact us at sarah@luckysilverlinings.co.uk in the first instance.

15.2 We will look into your complaint and where you have a genuine concern we will endeavour to resolve the issue.

15.3 If you are not satisfied with the outcome, you agree that any dispute arising out of or related to this Agreement or the Program shall be submitted to mediation in good faith to settle such a dispute. The mediator will be nominated by Lucky Silver Linings and any reasonable suggestions you provide of a mediator will be considered.

15.4 Gossiping or speaking ill against Lucky Silver Linings to clients, friends, and fellow facilitators/Colleagues at any time is strictly not permitted. Should you feel unhappy about the management style, approach or working relationship you share with our company, you must communicate clearly and promptly to the management and bring it to the notice of the owner and manager, before jumping to any conclusions.

16. Waiver

16.1 The waiver or failure of Lucky Silver Linings to exercise any obligation under this Agreement shall not be deemed a waiver of any further right.

17. Severability

17.1 If any provision of this Agreement is invalid, illegal, or unenforceable under any applicable statute or rule of law, it is to that extent to be deemed modified in order to comply with applicable law, and the remaining provisions shall not be affected in any way.

18. Governing Law

18.1 This Agreement shall be interpreted, construed and enforced in accordance with English law and shall be subject to the exclusive jurisdiction of the English Courts.

19. Variation

19.1 No variation of this Agreement shall be effective unless it is in writing and signed by Lucky Silver Linings and you (or authorised representatives).

20. Entire Agreement

20.1 This Agreement is the entire agreement and understanding between Lucky Silver Linings and you and supersedes any prior agreement or understanding whether oral or written relating to this Agreement.