

Terms & Conditions

Effective Date: 1st August 2025

Last Updated: 5th September 2025

Welcome to **Grounded Renewal** (“we,” “our,” “us”). By accessing or using our website, coaching services, programs, workshops, or products (“Services”), you (“Client,” “you”) agree to these **Terms & Conditions**. Please read them carefully.

1. Eligibility

- You must be **18 years or older** to purchase and use our Services.
 - By purchasing from us, you confirm that you are legally capable of entering into a binding contract.
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2. Coaching Services Disclaimer

- Our Services, including coaching, workshops, and related content, are **not therapy, medical advice, or financial advice**.
 - You are responsible for your own decisions, actions, and outcomes.
 - If you have medical or psychological concerns, you must seek support from a licensed professional.
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3. Payments & Billing

- All prices are listed in **USD** unless otherwise specified.
 - Payments are securely processed via **Stripe**. By submitting your payment details, you authorise us (and our payment processor) to charge the applicable fees.
 - **Payment Plans:** If a payment plan is offered, you agree to complete all scheduled payments.
 - **Taxes:** You are responsible for any applicable taxes or fees based on your location.
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4. Cancellations & Refund Policy

We value your commitment, but we also understand life happens. Our policy is:

- **Coaching Programs & Workshops:** Refunds are **not guaranteed** once services have commenced, but we may consider partial refunds in exceptional circumstances.
 - **Digital Products / Downloads:** Non-refundable once accessed or delivered.
 - **Event Registrations:** If you cannot attend, please notify us as soon as possible. We may, at our discretion, offer a transfer to a future event.
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5. Client Responsibilities

- You agree to attend scheduled sessions punctually and to engage actively in the coaching process.
 - You are responsible for applying the tools, strategies, and techniques discussed during sessions.
 - Results are not guaranteed; outcomes depend on your own effort and circumstances.
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6. Intellectual Property

- All content, frameworks, diagrams, methods, and materials provided during our programs are the intellectual property of **Grounded Renewal**.
 - You may use these materials **for personal use only** and may **not reproduce, distribute, or resell** them without prior written consent.
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7. Confidentiality

- We respect your privacy. Information shared in sessions will be kept confidential except:
 - Where required by law.
 - Where there is risk of harm to yourself or others.
 - Group programs require participants to respect each other's confidentiality as well.
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8. Limitation of Liability

To the maximum extent permitted by law:

- We are not liable for any indirect, incidental, or consequential damages arising from your use of our Services.
 - You accept full responsibility for any decisions or actions you take based on our coaching.
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9. Third-Party Payment Processor

- We use **Stripe** to process payments securely.
- By using our Services, you agree to comply with **Stripe's Terms of Service**: <https://stripe.com/legal>
- We do not store your full payment details on our servers.

10. Changes to These Terms

- We reserve the right to update these Terms at any time.
 - Updates will be posted on this page with the revised "Last Updated" date.
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11. Governing Law

These Terms are governed by the laws of **the UK**, and any disputes will be resolved in the relevant courts.

12. Contact Us

If you have any questions about this Privacy Policy or how we handle your data, please contact us:

Grounded Renewal

Email: tanyanizam@groundedrenewal.com

Website: www.groundedrenewal.com