



**Terms and Conditions of Business,**

**Privacy Policy & Refunds and Cancellations Policy**

**for**

**Haven Therapy Online Courses and Missions**

## **TERMS AND CONDITIONS OF BUSINESS**

### **1. Acceptance of Terms:**

By accessing or using the online courses and missions provided by Haven Therapy through this website, you agree to comply with and be bound by these Terms and Conditions.

### **2. Course/Mission Enrolment:**

- 2.1. Enrolment in any course or mission is subject to availability.
- 2.2. Haven Therapy reserves the right to refuse enrolment to any participant for any reason.

### **3. Payment:**

- 3.1. Payment must be made in full at the time of enrolment.
- 3.2. All prices are in the currency specified on the website.

### **4. Refunds and Cancellations:**

- 4.1. Refunds will only be issued if the course or mission is cancelled by Haven Therapy.
- 4.2. Participants may cancel their enrolment, but refunds are subject to a cancellation fee outlined in the refund policy.

### **5. Course/Mission Content:**

- 5.1. Haven Therapy retains the right to modify course or mission content, including materials, schedule, and instructors, as needed.
- 5.2. Participants may not reproduce, distribute, or share course materials without explicit permission.

### **6. Participant Conduct:**

- 6.1. Participants are expected to conduct themselves professionally and respectfully towards instructors and fellow participants.
- 6.2. Haven Therapy reserves the right to remove any participant whose behaviour is disruptive or inappropriate.

### **7. Intellectual Property:**

- 7.1. All intellectual property related to the courses and missions, including but not limited to content, materials, and trademarks, belongs to Haven Therapy.
- 7.2. Participants may not use Haven Therapy's intellectual property without written permission.

### **8. Privacy Policy:**

8.1. Participant information is used in accordance with Haven Therapy's Privacy Policy. This is available on the website.

8.2. Haven Therapy is committed to protecting the privacy of its participants.

**9. Disclaimer of Warranties:**

9.1. Haven Therapy does not guarantee the accuracy, completeness, or usefulness of course or mission content.

9.2. Participants acknowledge that they are responsible for their own decisions and actions.

**10. Limitation of Liability:**

10.1. Haven Therapy is not liable for any direct, indirect, incidental, consequential, or special damages arising out of or in any way connected with the courses or missions.

**11. Governing Law:**

These Terms and Conditions are governed by the laws of UK and any disputes will be subject to the exclusive authority of the courts in that authority.

**12. Changes to Terms:**

Haven Therapy reserves the right to modify these Terms and Conditions at any time. Participants are responsible for regularly reviewing these terms.

By enrolling in a Haven Therapy online course or mission, you acknowledge that you have read, understood, and agree to these Terms and Conditions.

**Privacy Policy for Haven Therapy**

This Privacy Policy outlines how Haven Therapy collects, protects, and uses your information in accordance with the UK General Data Protection Regulation (GDPR). Haven Therapy is registered with the Information Commissioner's Office (ICO).

## **1. Information Collection**

### **1.1 Personal Information**

We may collect personal information, such as your name and contact details when voluntarily provided for therapy services, courses, or missions. You have the right to refuse to provide your personal information.

### **1.2 Non-Personal Information**

Non-personal information, like browser type and IP address, may be collected to enhance your website experience.

## **2. Information Usage**

## **2.1 Providing Services**

We use your personal information to deliver therapy services and maintain communication regarding any courses or missions.

## **2.2 Courses and Missions**

For individuals purchasing courses or missions, we process personal information to facilitate registration, participation, and certification.

## **2.3 Communication**

With your consent, we may use your contact details to send relevant updates, promotions or newsletters related to therapy, courses, or missions. You can opt out at any time.

## **2.4 Legal Obligations**

We may process your information to comply with legal obligations, such as reporting potential harm.

# **3. Information Protection**

## **3.1 Security Measures**

Industry-standard security measures are implemented to safeguard your information from unauthorized access, disclosure, or alteration.

## **3.2 Data Access**

Access to your personal information is restricted to authorised personnel who need it for the purpose of providing services, courses, or missions.

# **4. Information Sharing**

## **4.1 Third Parties**

Your information will not be sold, traded, or shared with third parties for marketing purposes. Data is only shared with relevant professionals involved in our courses with your explicit consent.

## **4.2 Course and Mission Information**

Details related to courses or missions may be shared with instructors and participants as necessary for the successful delivery of the respective programs.

## **4.3 Legal Requirements**

We may disclose your information if required by law or in response to a valid legal request.

## 5. Your Rights

### 5.1 Access and Correction

You have the right to access and correct your personal information. Contact us for assistance.

### 5.2 Consent Withdrawal

You can withdraw your consent for certain uses of your data. This may impact our ability to provide specific services, courses, or missions.

## 6. Contact Information

If you have questions or concerns about this Privacy Policy or the handling of your information, please contact us at [info@haventherapy.com](mailto:info@haventherapy.com).

*Last updated: 20/01/2024*

## Refund, Return, and Cancellation Policy for Courses and Missions

### 1. Refund and Cancellation Policy:

a. Full Refund: Refunds will be provided for courses if a cancellation request is made within 7 days of purchase and the course has not yet started. Refunds are not applicable if the course has started.

### 2. Return Policy:

a. Digital Courses: No returns are accepted for digital courses once access has been granted.

### 4. Standard Terms:

a. All refund requests must be submitted in writing via email.

b. Refunds will be processed within 14 days of receiving a valid refund request.

c. Any provided materials must be returned in their original condition for a refund to be processed.

## **5. Counselling Session Cancellation:**

a. The cancellation policy for counselling sessions is detailed in the FAQ section and is separate from course and mission cancellations.

By enrolling in our courses or missions, you agree to adhere to these policies. We reserve the right to update these terms without prior notice.

If you have any questions, please refer to our FAQ or contact [info@haventherapy.co.uk](mailto:info@haventherapy.co.uk)