



# Wellness Works

## Terms and Conditions

### 1. Subscription Tiers & Fees

- **Library Tier:** £20 per month grants access to the on-demand video library.
- **All-Access Tier:** £35 per month grants library access plus live online classes.
- **Upgrades:** Members can upgrade tiers at any time, with fee adjustments applied immediately.
- **Downgrades:** Tier downgrades take effect at the start of the next billing cycle.

### 2. Billing & Payment Schedule

- **Advance Payment:** Subscription fees are billed monthly in advance.
- **Automatic Renewal:** Your payment method is automatically charged every 30 days.
- **Currency:** All transactions are processed in British Pounds (GBP).



- **Failed Payments:** Access is suspended immediately if a recurring payment fails.

### 3. Strictly Non-Refundable Policy

- **No Refunds:** All payments are final and completely non-refundable.
- **Partial Months:** We do not offer prorated refunds for partially used months.
- **Immediate Access:** Fees are non-refundable because digital access is granted instantly.

### 4. Cancellation Procedure

- **Self-Service:** Members can cancel anytime through their account settings.
- **Notice Period:** Cancellation must occur before the next scheduled billing date.
- **Expiry:** Access continues until the end of the current paid billing period.
- **No Fee:** There are no cancellation or account reactivation fees.

### 5. Live Online Classes (The £35 Tier)

- **Schedule Changes:** We reserve the right to alter live class schedules.
- **Tech Requirements:** Subscribers must ensure their own internet connection is stable.



- **Recording Policy:** Live classes will usually be recorded and added to the library within the week of the class. We cannot guarantee that every class will be uploaded/
- **Conduct:** Disruptive behaviour during live streams will result in an immediate ban.

## 6. Intellectual Property & Digital Usage

- **Personal Use:** Content is strictly for individual, non-commercial entertainment and education.
- **Streaming Only:** Downloading, ripping, or capturing video content is strictly prohibited.
- **No Sharing:** Account sharing is banned and triggers automatic account termination.
- **Copyright:** We retain full ownership of all videos, materials, and live streams