

Terms and Conditions of Sale – 1:1 Support Session (March 2026)

1. About these Terms

These Terms and Conditions of Sale (“Terms”) set out the agreement between you (“the Customer”) and **Emma McDonnell – Reclaim Your Balance**, a sole trader based in the United Kingdom (“we”, “us”, “our”).

By purchasing a **1:1 Support Session**, you agree to these Terms, which form a legally binding contract between us.

Correspondence and Legal Notices

Emma McDonnell – Reclaim Your Balance

Unit 154828, PO Box 7169, Poole BH15 9EL

Courier Point Address (for parcels and legal notices): Unit 154828, Courier Point, 13 Freeland Park, Wareham Road, Poole, Dorset BH16 6FH, UK

Email: hello@emma-mcdonnell.com

2. Description of the Session

The 1:1 Support Session is a one-off Zoom session designed to support parents and carers of SEN and neurodivergent children (including those parenting children with a PDA profile).

Your purchase includes:

- **One 45-minute Zoom session** led by Emma McDonnell.
- **A recording** of the session, available for **3 months** from the session date.
- **A short written summary** of key reflections and points discussed.

We use external services (Zoom, email, and file sharing) to deliver the session and follow-up materials. We are not responsible for interruptions or changes to those external platforms. Where possible, reasonable alternatives will be offered.

3. Payment and Pricing

Payment is accepted via **Stripe**.

All prices are in **GBP £** and include all applicable taxes. Equivalent prices may be displayed automatically in other currencies by your payment provider.

Your place is secured once payment is completed successfully.

4. Refunds and Cancellations

As this is a digital service purchased by consumers in the UK, the **Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013** apply.

You may cancel your purchase and receive a full refund **up to 14 days from the date of purchase, or until your scheduled session start time**, whichever is sooner.

To cancel, email hello@emma-mcdonnell.com with a clear statement of your decision to cancel.

After your session has taken place (or if you do not attend), no refund will be given.

If you receive access to any digital content (for example, the session recording or written summary) before the 14-day period expires, you will be deemed to have consented to early delivery and waived your statutory right to cancel in relation to that digital content.

This policy does not affect your statutory rights under the **Consumer Rights Act 2015**.

5. Rescheduling Policy

We understand that families like ours can be unpredictable. At the same time, these sessions are offered in a very limited number and require protected time.

- You may reschedule your session **one time only**, provided you give **at least 2 hours' notice** before the scheduled start time.
- Rescheduling must be requested by emailing hello@emma-mcdonnell.com.
- Rescheduling is subject to availability.
- If you request a reschedule with **less than 2 hours' notice**, or you do not attend the session, the session will be treated as a **no-show** and your fee will be **forfeited** (no refund).
- Further rescheduling beyond one change may not be offered.

Where possible, we will act reasonably and compassionately, but these boundaries exist to protect limited capacity and ensure fairness.

If Emma needs to reschedule or cancel

- In the unlikely event that Emma needs to reschedule a session, she will contact you as soon as possible and offer an alternative date and time.
 - If Emma is unable to offer a suitable alternative, you will be offered a **full refund**.
-

6. Your Responsibilities

You agree to:

- Attend your session on time and participate respectfully.
- Ensure you have a stable internet connection and a suitable, private space for the call.
- Use the session and any follow-up materials for personal use only.
- Treat any information shared as confidential and respectful.

We reserve the right to end a session early (without refund) if a participant acts abusively, threatens harm, or behaves in a way that makes it unsafe or inappropriate to continue.

7. Intellectual Property and Usage

Any written summary provided, and any materials shared by Emma McDonnell, remain the sole property of Emma McDonnell. You are granted a single-user licence for personal use only.

You may not share, copy, reproduce, distribute, resell, or publish any part of the summary or associated materials without prior written consent.

All rights are reserved under the **Copyright, Designs and Patents Act 1988**.

8. Disclaimers and Limitation of Liability

The information shared in the 1:1 Support Session is provided for general informational and educational purposes only.

It reflects Emma's lived experience as a neurodivergent parent-carer supporting other parents of SEN and neurodivergent children.

While all content is shared with care and compassion, it is not a substitute for medical, psychological, or therapeutic advice.

You are responsible for how you apply any reflections discussed in your own life. No results, outcomes, or transformations are guaranteed.

We accept no liability for any loss, injury, or dissatisfaction arising from your participation, except where UK law prevents such exclusion (for example, personal injury caused by negligence).

Nothing in these Terms limits or excludes liability for death or personal injury caused by negligence, or for any other liability which cannot be lawfully excluded under the **Consumer Rights Act 2015**.

9. Data Protection and Privacy

Your personal data will be processed in accordance with our Privacy Policy (<https://emma-mcdonnell.com/privacy-policy>), which explains what information we collect, how it is used, and your rights under the UK GDPR and the Data Protection Act 2018.

10. Problems or Complaints

If you have any concerns, please contact **hello@emma-mcdonnell.com** in the first instance. Emma McDonnell will do her utmost to resolve any problems quickly, fairly, and with understanding.

If we cannot reach a satisfactory outcome, you may pursue independent alternative dispute resolution or court proceedings.

11. Governing Law and Jurisdiction

This Agreement and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter shall be governed by and construed in accordance with the laws of **England and Wales**.

Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this Agreement or its subject matter.

12. Updates to These Terms

We may update these Terms occasionally to reflect changes in law or delivery methods. Any updates will be published on our website, and continued participation constitutes acceptance of the revised version.

Last updated: **February 2026**

© Emma McDonnell – Reclaim Your Balance. All rights reserved.