

TERMS & CONDITIONS (EN)

(martalewin.com — draft)

1. Introduction

These Terms & Conditions govern your use of this website and the purchase of services and products offered by Marta Lewin (“we”, “us”, “our”).

By using this website or purchasing our services/products, you agree to these Terms.

2. Services

We offer:

- 1:1 coaching
- coaching with mentoring
- hypnotherapy sessions
- workshops and group sessions

All services are delivered online unless stated otherwise.

3. Client Responsibility

By engaging in our services, you acknowledge that:

- you are responsible for your own decisions, actions, and results
 - outcomes are not guaranteed
 - results depend on your level of engagement and commitment
-

4. Not Medical or Psychological Advice

Our services, including coaching and hypnotherapy, are:

- not a substitute for medical, psychiatric, or psychological treatment
- not intended to diagnose or treat any condition

If you require medical or mental health support, please consult a qualified professional.

5. Eligibility

Our services are currently intended for adults.

If services are provided to individuals under 18 in the future, they will require appropriate parental or guardian consent.

6. Bookings & Payments

Payments are processed via Stripe.

- full payment may be required in advance
- bookings are confirmed upon payment

We reserve the right to refuse or cancel bookings.

7. Cancellations & Rescheduling

- Clients must provide at least 24 hours' notice to reschedule
- Late cancellations or missed sessions may be non-refundable

We reserve the right to reschedule sessions if necessary.

8. Digital Products

When purchasing digital products:

- access is provided via download or secure link
- all sales are final once the product has been accessed or downloaded

You are granted a personal, non-transferable, non-commercial licence.

You may NOT:

- share
- distribute
- resell
- reproduce

our digital content.

9. Physical Products

We ship products worldwide using Royal Mail or other carriers.

Returns:

- accepted within 14 days of delivery
- items must be unused, unopened, and in original packaging

Return shipping costs are the responsibility of the customer unless the item is faulty.

10. Intellectual Property

All content, including:

- audio recordings
- written materials
- branding
- website content

is the intellectual property of Marta Lewin.

Unauthorised use is strictly prohibited.

11. Recordings

Sessions are not recorded as standard.

Recordings may occur only:

- for training/assessment purposes
- during workshops

This always requires separate, explicit consent.

12. Limitation of Liability

To the fullest extent permitted by law:

- we are not liable for any indirect or consequential loss
 - we do not guarantee specific results
-

13. Website Use

You agree not to:

- misuse the website
 - attempt to gain unauthorised access
 - use content for unlawful purposes
-

14. Changes to Services or Products

We reserve the right to:

- modify or discontinue services or products
- change pricing at any time

15. Governing Law

These Terms are governed by the laws of England and Wales.