



QuietSphere Ltd Membership Terms and Conditions

These terms and conditions form the basis on which you can use our Members Area and QuietSphere Student Mentoring programme content held here. Please read them carefully as they contain important information. If you have any queries about these terms and conditions or you have any comments or complaints about the Members Area and/or the programme content, please contact us at info@quietspherestudents.co.uk.

This Members Area is owned and operated by QuietSphere Ltd (the Company), trading as QuietSphere Student Mentoring registered at address 20-22 Wenlock Road London N1 7GU.

1. Data Protection

To enable us to provide you access to the Members Area and purchased programme content, you will need to provide us with your e-mail address. Other personal details will also be collected to allow us to understand our customer base and help create future content. You acknowledge and agree that your personal data will be processed by and on behalf of us as part of us providing the Membership to you and consent to us using it in accordance with the Data Protection Act 1998.

2. On entering an agreement to access the programme

- i. You agree to keep user details and your password for the Members Area confidential at all times and to not disclose them to any third party. You must notify us immediately if you become aware of any unauthorized use of your account.
- ii. You accept that communication with us will be mainly electronic. We will contact you by e-mail or provide you with information by posting notices on our site. You agree to this electronic means of communication and acknowledge that all agreements, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing.
- iii. You accept that the programme content will be accessed directly from the Members Area at any time you like, however, we reserve the right to deliver content as and when it is ready, in a timely manner for our members.

3. By using the Members Area, you agree that

- iv. You will use the Members Area with respect for other users: You will not use it for any illegal or immoral purposes, which includes sharing material or making comments on anything of an obscene, threatening, or discriminatory nature.
- v. Any unlawful, hateful, racially or ethnically offensive, threatening, libellous, defamatory, obscene, pornographic material will be removed and may result in the temporary or permanent suspension of your membership without refund. This also applies to any content posted by you on a Company social media site or group.
- vi. You will not carry out activity that may harm in any way whatsoever, burden or hinder the operation and/or performance of the Members Area or the Company.

If you believe that anyone is misusing this service in any way, please advise us immediately at info@quietspherestudents.co.uk.

4. Ownership of rights

All rights, including copyright, in the Members Area and in each programme are owned by the Company. You may not at any time modify, distribute, sell or repost anything from the Members Area nor programme content, for any purpose. Copying or storing it or them in whole or part, other than for your own personal, non-commercial use, is prohibited without our written permission. Use of our logo is strictly prohibited without our prior written consent.

5. Internet and electronic communications issues:

The Members Area and its content may be subject to limitations, delays, and other problems inherent in the use of the internet and electronic communications. We try to ensure that this website is fully operational and free from viruses or defects, however the Company is not responsible for any delays, delivery failures, or other damages of whatsoever nature resulting from such problems.



From time to time work will be carried out on the Members Area and as a result the website may be down and the programme may not be accessible for a limited time. We will aim to do necessary maintenance at a time so of the day when usage is most likely at its lowest and as efficiently as is reasonably practicable.

The online materials of each programme and the Members Area are held on third party secure servers. We have taken all reasonable steps to ensure that the online content will be available at all times, but we shall have no liability in the event that such content (or any content added by you or other member participants) is not available in whole or in part at any time, or becomes corrupted, is deleted or is failed to be stored.

6. Accuracy and quality of content:

We have taken care in the preparation of the content of this website to ensure that the programme has been fairly described and to accurately represent this product and its potential. We will endeavour to ensure that all information we provide is accurate, up-to-date and of satisfactory quality, reasonably fit for the purpose for which you purchased programme. We shall not be liable for any claims arising from such information being inaccurate or not up-to-date or otherwise. .

Due to the nature of coaching and the fact that your success is dependent on a number of factors over which we have no control, we do not guarantee any particular results. The extent to which personal development is achieved is entirely dependent on the individual applying themselves and the programme content. What determines success is subjective to each individual and their life situation and the Company holds no responsibility for your actions or your outcomes.

All links are for information purposes only and are not warranted for content, accuracy or any other implied or explicit purpose. We shall in no event be held liable to any party for any direct, indirect, punitive, special, incidental or other consequential damages arising directly or indirectly from any use of the programme material, which is provided "as is", and without warranties. As always, the advice and support of professional services should be sought as required by the individual. We are not able to advise you on your individual circumstances.

7. Making a complaint:

We will endeavor to respond to and resolve a complaint in a timely manner. If you make a complaint and are unsatisfied with the response given to you, you can make a formal complaint via the [EU Online Dispute Resolution site](#).

8. Law, jurisdiction and language

The Members Area, any content contained therein and any agreement brought into being as a result of usage of the Members Area are governed by and construed in accordance with English law. Parties to any such agreement agree to submit to the exclusive jurisdiction of the courts of England and Wales. All agreements are concluded in English.

9. Changes to legal notices

We reserve the right to issue new terms and conditions if/when they change. Your continued use of the services will be deemed as your acceptance of these.

10. Cancellation rights:

Under the Consumer Protection (Distance Selling) Regulations 2000 you have the legal right to cancel your order up to seven working days after the day on which you receive your goods. If you are not entirely satisfied with your purchase, we are happy to issue a full refund up to 30 days after date of purchase. Simply email info@quietspherestudents.co.uk and let us know you would like a refund. Once you have notified us that you are cancelling, payment debited by us from your credit or debit card will be re-credited to your account as soon as possible, and in any event within 7 days of cancellation.

By agreeing to these Terms & Conditions, you acknowledge that you have carefully read and understood this agreement and accept the basis on which you can use our Members Area and QuietSphere Ltd programme content held here.