

Soul Sanctuary Membership - Terms & Conditions

By Revitalise Coaching (Jennifer Thomas T/A Revitalise Coaching)

Welcome to the Soul Sanctuary - we're so glad you're here. These Terms & Conditions are here to set clear expectations so we can co-create a respectful, empowering space. Please take a few minutes to read through them.

Who We Are

Revitalise Coaching is a trading name of Jennifer Thomas, a sole trader based in the UK. For the purposes of these Terms, Revitalise Coaching and Jen Thomas may be used interchangeably and refer to the same person.

1. Membership Overview

The Soul Sanctuary is a rolling monthly membership offering exclusive coaching content, live sessions, and a warm, supportive online community. Your membership continues automatically each month unless cancelled.

2. Payment & Grace Period

- Membership fees are billed automatically on your monthly billing date.
- If a payment fails, you have 7 days to update your payment method.
- After that grace period, your membership will be cancelled. Rejoining later means you'll be charged the current rate, which may be higher than your original rate.

3. Pricing

- You'll keep the rate you joined at for as long as your membership remains active.
- If you cancel and rejoin in future, the rate at that time will apply.

4. Cancellations & Refunds

- You can cancel any time via your account settings.
- There are no refunds, including for partial months, so please cancel before your next billing date to avoid being charged.

5. Minimum Commitment

There's a minimum one-month commitment. After that, you're welcome to cancel whenever it feels right for you.

6. Content & Session Times

- Session times may vary and are subject to change.
- No live sessions are held on UK public holidays.
- Revitalise Coaching reserves the right to change or update session formats, content, or schedules at any time. Notice will be given where possible.

7. Access to Recordings

- All live sessions are recorded and uploaded to a secure members' area on the Revitalise Coaching website.
- Current members can access these recordings on demand.
- Please keep access private and do not share recordings or login details with others.

8. Member Conduct

This is a supportive, heart-led space. By joining, you agree to:

- Be kind and respectful toward all members
- Honour the privacy and confidentiality of the group
- Engage positively and constructively

If these values aren't upheld, Revitalise Coaching reserves the right to remove access without refund.

9. Disclaimers

- The Soul Sanctuary offers coaching and personal development support. It is not a substitute for therapy, counselling, or medical advice.
- You take full responsibility for your wellbeing and choices. Please seek appropriate professional help for mental or physical health concerns.
- While we offer tools and support to guide you, outcomes are not guaranteed.
- Any advice, suggestions, or reflections shared are offered in good faith, but it is entirely your choice whether to act on them.
- You are always encouraged to make your own empowered, informed decisions based on what feels right for you.

10. Legal Bits

- Revitalise Coaching is a trading name of Jennifer Thomas, a sole trader based in the UK.
- These Terms are governed by UK law.
- By joining the Soul Sanctuary, you agree to these Terms and any future updates we may make.