

Terms & Conditions

These terms are between **Tanya Sturges, trading as Tanya Sturges Coaching** ("I", "me" or "my") and the person purchasing **Stop Thinking Against Yourself** ("you" or "your").

They apply specifically to the **Stop Thinking Against Yourself mini-course**. Separate terms may apply to my other products or services.

By purchasing the mini-course, you agree to the following.

1. What you're buying

Stop Thinking Against Yourself is a self-guided educational mini-course designed to help you understand and manage the critical voice inside your head, recognise the thoughts and beliefs that may be working against you, and develop ways of thinking that support you rather than work against you.

Your purchase includes the content, resources and materials described on the sales page.

The mini-course is designed for you to work through in your own time. It does not include individual coaching or personalised advice unless this is expressly stated as part of the offer you purchase.

I may occasionally update, improve or replace course materials where I believe this will improve the learning experience, provided this does not substantially reduce what you purchased.

2. Access to the mini-course

You will receive access to the mini-course once your purchase has been successfully completed. Access will be available from the course start date of 9th October 2026.

You'll need a suitable device, internet connection and any necessary software or apps required to access the course. You are responsible for making sure your own technology is suitable.

Your access is for **your personal use only**. Please don't share your login details or provide other people with access to the course.

If a technical problem on my side prevents you from accessing the mini-course, please email hello@tanyasturges.co.uk and I'll take reasonable steps to resolve it.

3. A very important note about what this course is and isn't

Stop Thinking Against Yourself provides **coaching-based education, reflection exercises and personal development tools**.

It isn't therapy, counselling or mental-health treatment, and I am not acting as your doctor, psychologist, psychiatrist, solicitor, financial adviser or other regulated professional.

Some of the course may encourage you to reflect on previous experiences, thoughts, beliefs, confidence, self-trust, relationships or workplace experiences. You are always free to decide how deeply you want to engage with an exercise and you don't have to complete anything that doesn't feel appropriate for you.

If something comes up that requires medical, psychological, legal, financial or other specialist advice, please speak to an appropriately qualified professional.

Ultimately, **you remain responsible for your own decisions and actions**.

4. Your payment

The price you pay is the price displayed and agreed at checkout.

Unless the sales page or checkout specifically states otherwise, purchasing Stop Thinking Against Yourself is a **one-off payment**, not a subscription or recurring membership.

Any payment plan or alternative payment arrangement offered at checkout will be subject to the payment terms shown to you before purchase.

5. Your 14-day cooling-off rights and immediate access

If UK consumer law applies to your purchase, you will generally have a legal right to change your mind and cancel an online purchase within **14 days of entering into the contract**.

However, special rules apply to digital content.

Because Stop Thinking Against Yourself contains digital content that you can access immediately after the course start date, I may ask you at checkout to expressly request immediate access and acknowledge that beginning the supply of digital content may affect your statutory right to cancel once access or downloading begins.

Where the mini-course also contains services rather than solely digital content, different cancellation rules may apply to those elements.

Nothing in these terms takes away any cancellation, refund or other rights you have under applicable consumer law.

If you believe you are entitled to cancel or receive a refund, email **hello@tanyasturges.co.uk**.

If you live outside the UK, you may have different or additional cancellation rights under the consumer laws that apply where you live. Nothing in these terms takes away mandatory consumer rights that apply to your purchase.

6. Intellectual property

The videos, audio, workbooks, exercises, written materials, frameworks, graphics, downloads, training and other resources provided as part of Stop Thinking Against Yourself remain my intellectual property unless otherwise stated.

You're welcome to download and keep any materials made available for download and use them for **your own personal use**.

Please don't copy, reproduce, share, distribute, publish, sell, teach from, upload elsewhere, commercially exploit or provide the course or its materials to another person without my written permission.

Buying the mini-course gives you permission to use the materials personally. It does not transfer ownership of the materials or intellectual property to you.

7. Results and responsibility

I will provide the mini-course with reasonable care and skill, but personal development isn't magic and I can't promise a particular result.

I can't guarantee that completing the course will change your confidence, thoughts, beliefs, behaviour, career, relationships, health, income or any other particular outcome.

People come to this work with different experiences, circumstances and starting points. What you take from the course will depend on your individual circumstances, how you engage with the material, what you choose to do with it and factors neither you nor I can control.

Nothing in these terms excludes or limits liability where it would be unlawful for me to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or your statutory consumer rights.

8. Privacy

I handle your personal information in accordance with applicable data-protection law and my Privacy Notice.

You can read my Privacy Notice on the Tanya Sturges Coaching website.

Any third-party platform used to host, deliver or process payment for the mini-course may also process your information in accordance with its own privacy terms.

9. If something goes wrong

If you're unhappy with something, please tell me. I'd much rather have a conversation and try to sort it out.

Email hello@tanyasturges.co.uk explaining what has happened and what you would like me to do.

I'll acknowledge your complaint within seven calendar days and aim to resolve it within 28 days.

Your statutory consumer rights remain unaffected.

10. Availability and changes

I'll take reasonable steps to keep the mini-course available in accordance with the access arrangements described when you purchase it.

There may occasionally be temporary interruptions because of maintenance, technical problems, third-party platforms or circumstances outside my reasonable control. Where possible, I'll take reasonable steps to minimise disruption.

If I need to make reasonable changes to the course for legal, safety, technical or practical reasons, I may do so. I won't use this provision to substantially reduce what you purchased without respecting your legal rights.

11. Governing law and international customers

My business is based in England and these terms are governed by the laws of England and Wales.

I also work with people around the world. If mandatory consumer laws in the country where you live give you rights or protections that these terms cannot legally remove, those rights still apply.

12. General terms

If we agree to change something important about your individual purchase, we'll confirm it in writing.

If something outside my reasonable control temporarily prevents me from providing part of the mini-course, I'll take reasonable steps to minimise the disruption and resolve the problem where appropriate.

If any part of these terms is found to be unenforceable, the rest will continue to apply.

These terms, together with the description of Stop Thinking Against Yourself provided before purchase and your order confirmation, form our agreement.

If you have any questions about any of this, email me at **hello@tanyasturges.co.uk**.

MODEL CANCELLATION FORM

You only need to use this form if you want to. A clear email telling me that you wish to cancel is also fine.

To: Tanya Sturges, trading as Tanya Sturges Coaching
Email: **hello@tanyasturges.co.uk**

I hereby give notice that I wish to cancel my contract for Stop Thinking Against Yourself.

Date ordered: _____

Name: _____

Address: _____

Date: _____