

Michelle Stephenson and Juliet Menabney T/A Social Queens Ltd Content to Cash 12 month Programme –Terms and Condition

These Terms and Conditions of Purchase relate to the delivery of the Content to Cash 12 month programme. Please read them carefully.

We pride ourselves in providing a high level of customer service and ensuring that you are clear in respect of all of your rights relating to your purchase.

On successful completion of your purchase, you will be sent your login information and a copy of this document will be available for you to access in the onboarding section of Content to Cash. Should you have any problems with logging in please email us at contact@socialqueens.co.uk Please also contact us if you have any questions about our programme / course.

Should we need to make any amendments to these terms during the course of this programme, you will be notified as soon as possible by email.

The Terms of Use for our Site, Privacy Notice and Disclaimer can be found on separate pages and you should refer to those as they set out important information about the way we use and store your data.

1. The Programme

1.1. You are purchasing entry onto an online course / programme, the content of which will be delivered electronically.

1.2. The programme is a combination of a self-study course and recommended to be completed at your own pace and you have 12 months access to the fortnightly coaching calls and telegram support group that are all completed remotely and lifetime access to the pre recorded training and supporting documents and resources.

1.3. If you have joined the One Time Payment Option, in addition to the group calls mentioned in 1.2, you will also receive one Business Strategy audit with Michelle or Juliet which will be done via zoom.

1.3. The programme is designed to support you with your content and messaging and provide you with the frameworks to support you with growing and monetising your business organically. Whilst all the techniques in the programme have been used by Michelle Stephenson and Juliet Menabney (The Founders) previously, they do not provide a guarantee for success. We cannot guarantee results or outcomes of any kind.

1.4. Within this programme you will get:

1.4.1 Access to an online training portal through our hosting site Kajabi with training material made available to you through video tutorials, workbooks, exercises and resources.

1.4.2 Access to fortnightly group coaching which will take place once a fortnight - This is to answer questions related to the course materials provided and does not include project reviews, any DFY services or extended 121 support. If you require one to one support from Michelle and Juliet this will incur an additional charge. You will find the details and links for our zoom calls in your onboarding portal and we would advise that you add these to your calendar.

1.4.3 If you have joined on the One Time Payment Option you will also receive your business strategy audit within the first 30 days of joining the program.

2. Fortnight Group Coaching Calls

2.1. Michelle Stephenson and Juliet Menabney will hold fortnightly calls for all members who have signed up to the Content to Cash Programme. These will take place every fortnight unless otherwise specified.

2.2. When signing up to the programme you will be invited to and have access to the fortnightly group coaching calls. All coaching calls will be delivered remotely, there will be no in-person coaching.

2.3. Video recordings of each coaching call will be available on the Fortnightly Calls Module within the Content to Cash Programme for all those who are unable to attend live.

2.4. Whilst all efforts will be made to deliver the calls at the agreed time each fortnight, should the date or time of the call need to be amended for any reason, you will be provided with as much notice as reasonably possible. Also in the unlikely event of the coaching calls being cancelled you will be informed with as much notice as possible.

3. Course Content and Delivery

3.1. The course content is provided via a third-party digital platform Kajabi. You will have lifetime access to the pre recorded training materials and supporting documents from the date of signing and if you purchase pre sale access your access will commence from the date that you are granted full access. Social Queens Ltd reserves the right to withdraw and update the training videos, workbook and resources when necessary.

3.2. Participants are requested to keep the content of any personal or business information disclosed within the group confidential. Social Queens Ltd are not responsible for any third party disclosures.

3.4. All participants are requested to be kind and courteous to others in the group at all times. Social Queens Ltd reserves the right to remove any participant from the group immediately should they consider that there has been inappropriate behaviour. Social Queens Ltd do not tolerate bullying, racism or sexism of any kind.

4. Course Materials

4.1. All course materials and information are confidential and may only be used by the Client as expressly authorised by Michelle Stephenson and Juliet Menabney and Social Queens Ltd.

4.2. The reproduction, distribution, and/or sale of any information or materials provided is strictly prohibited.

4.3. Please be advised that we reserve all rights to our intellectual property in respect of digital lessons, resources and live coaching. This means that whilst you

are free to use the material or print out a copy, you are not permitted to copy, distribute, adapt, edit or share our products with third parties.

5. Payment

5.1. Payment for the programme should be made via Kajabi Payments, approved 3rd party retailers such as Klarna, Google Pay and Apple Pay or Stripe via our website.

5.2. When signing up for a payment plan, the first instalment is due at the time of purchase. The subsequent installments will be taken at monthly intervals via your selected payment option.

5.3. As you will have access to the digital course content immediately after signing up, the course / programme is non-refundable.

5.4. In signing up to this programme you are agreeing to pay the full payment price for the entire period whether you pay in full or by installments.

6. Refund and Cancellation Rights

6.1 We are proud of the Content to Cash 12 month programme and the results which many of our clients achieve when following the guidance in the programme.

As you will receive instant and lifetime access to digital content in the programme you will not be entitled to a refund.

6.2 Due to the digital nature of the programme / course materials whilst you can cancel your place in the programme / course no refund will be offered.

6.3 We reserve all rights to cancel the programme for any reason without prior notice.

In such circumstances a refund will be provided within the first 4 weeks of signing up.

7. Warranties, Disclaimers and Liabilities

7.1 The information provided within the Content to Cash 12 month programme is designed to support you with your social media content and messaging and provides you with the tools and frameworks that you need to grow, scale and monetise your business organically. We cannot guarantee any specific results.

7.2 In promoting this programme we have utilised testimonials and affiliate marketing from prior clients. All testimonials have been given freely and represent each individual's own opinion.

7.3 All participants should be aware that the fortnightly coaching sessions shall be recorded and the recordings stored and made available for viewing by other participants in the course. Any recordings shall be stored in accordance with our Privacy Policy.

7.4 We make no guarantees or claims as to the success of any participant. Each individual is unique and their business, career and situation are unique to them.

7.5 We have no liability to you for any loss of profit, loss of business, business interruption or loss of business opportunity.

7.6 You should be aware that coaching is **not** counselling, psychotherapy, psychoanalysis or any other form of mental health care treatment or therapy, nor is it to be used as a substitute for professional advice by legal, medical, financial, business or other qualified professionals. Should you require advice you must see a third-party professional.

8. Law and Jurisdiction

8.1 These terms and any claim or dispute arising in relation to any purchase will be governed by Scottish law. You and we agree that the courts of Scotland shall have non-exclusive jurisdiction to settle any such claim or dispute.