



Terms & Conditions

The Menopause Support Coach Ltd
www.themenopausesupportcoach.com

Last updated: 25/11/2025

1. Introduction

These Terms & Conditions govern all purchases, subscriptions, programmes, digital content, and services provided by The Menopause Support Coach Ltd, including the Forever You app and all associated content.

By purchasing any service or accessing any digital content, you agree to:

- These General Terms, and
- The Product-Specific Terms for the programme(s) you subscribe to.

2. General Terms (Apply to All Products)

2.1 Digital Content

All services are delivered digitally. Access to content begins immediately unless otherwise stated.

2.2 Cooling-Off Period

Under UK Consumer Contracts Regulations, you are entitled to a 14-day cooling-off period unless you access digital content.

The cooling-off period ends automatically when you:

- log into the app
- access any module, PDF, video, or training session
- begin using any digital content

Once accessed, no refunds will be issued.

2.3 Payments & Renewals

- Monthly subscriptions renew automatically until cancelled.
- One-off programmes (e.g. Forever Stronger) do not renew.
- Payments are taken automatically on your billing date.

2.4 Cancellations

To cancel, you must contact melthemsc@gmail.com with at least 7 days' notice before your next billing date.

Your access continues until the end of the current billing cycle.

No refunds are offered for partial billing periods.

2.5 Health & Safety

By purchasing any programme, you confirm that:

- you are fit and able to participate safely in exercise
- you will seek medical advice if unsure
- you understand that all exercise, nutrition, and lifestyle guidance is educational and not medical advice

2.6 Contact

The Menopause Support Coach Ltd

Email: melthemsc@gmail.com

3. Product-Specific Terms

The following terms apply to each individual programme.

Forever You Essentials Monthly Subscription

3.1 Summary of Key Terms

- Monthly rolling subscription
- Renews automatically
- 7 days' notice required to cancel
- 14-day cooling-off applies only if no content accessed
- No refunds once content is accessed or billing cycle begins
- Includes: exercise library, nutrition guidance, menopause education
- Required to access all other Forever You programmes

3.2 Access & Content

Includes ongoing access to:

- Full exercise library
- Nutrition guidance
- Menopause education tools
- Resources updated over time

3.3 Subscription Term

Renews monthly until cancelled.

3.4 Cancellation

7 days' notice required.

Access continues until the end of the billing period.

3.5 Cooling-Off & Refunds

Cooling-off ends when content is accessed.

No refunds offered once accessed.

3.6 Essentials Requirement

Required for:

- Forever Stronger
- Forever Empowered
- Forever Complete
- All future programmes

3.7 Health & Safety

You are responsible for exercising safely.



Forever Stronger

One-Off Payment

12 Week Programme

Requires an active Essentials subscription

4.1 Summary of Key Terms

- One-time payment
- 12-week access
- Requires active Essentials subscription
- No refunds once any content accessed
- Programme ends automatically after 12 weeks

4.2 Access & Structure

Includes:

- Weekly training plans
- Video demonstrations
- Strength, mobility & conditioning guidance

4.3 Essentials Requirement

If your Essentials subscription lapses:

- Stronger access pauses
- No refunds or extensions are offered

4.4 Cooling-Off & Refunds

Cooling-off applies only if no content accessed.

No refunds once accessed.

4.5 Programme End

Ends automatically after 12 weeks.



Forever Empowered Monthly Subscription 12 Month Coaching Journey

5.1 Summary of Key Terms

- Monthly subscription
- Structured 12-month journey
- Continues after 12 months unless cancelled
- 7 days' notice required
- Cooling-off only if no content accessed
- Requires active Essentials subscription
- No refunds once content accessed

5.2 Programme Access

Includes:

- Monthly themes
- Weekly self-coaching tools
- Habit support
- Menopause education
- Reflection exercises
- Ongoing new content and updates

5.3 12 Month Structure

After completing the 12 month journey:

- Subscription continues
- All content remains unlocked
- New updates and live sessions remain included

5.4 Essentials Requirement

If Essentials is cancelled:

- Access stops immediately
- Empowered payments continue unless you cancel Empowered

5.5 Cooling-Off & Refunds

Cooling-off applies only if no content accessed.

No refunds for part-used periods.



Forever Complete Monthly Subscription Full Access

6.1 Summary of Key Terms

- Monthly rolling subscription
- Includes ALL content: Essentials, Empowered, Stronger-style content, tools, and coaching
- 7 days' notice to cancel
- 14-day cooling-off only if not accessed
- No refunds once content accessed

6.2 What's Included

- Full exercise library
- Nutrition guidance
- Education tools
- 12-month coaching journey
- All new updates
- Live sessions
- Premium support

6.3 Subscription Term

Renews monthly until cancelled.

6.4 Cooling-Off & Refunds

Cooling-off ends once any content is accessed.
No refunds for partial periods.

6.5 Essentials Requirement

Essentials is included as part of this membership.
Cancelling Forever Complete removes access to all programmes and content.

7. Amendments

The Menopause Support Coach Ltd may update these Terms periodically.
Subscribers will be notified of significant changes.

8. Governing Law

These Terms & Conditions are governed by UK law.