

YOU INSPIRE TERMS AND CONDITIONS



PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY. This document contains important information about your contract with the YOU INSPIRE 108 LTD (hereinafter referred to as “You Inspire”), including rules that apply to your conduct, behaviour and use of You Inspire services, circumstances when services provided by You Inspire may be suspended or terminate, and how changes might have to be made to coaching or services in certain circumstances.

Contract with the You Inspire

1. The purpose of these Terms and Conditions is to set out the contractual basis for your relationship with the You Inspire, and **to draw your attention to key terms.**
2. Your contract with the You Inspire is made up of:
 - a. these Terms and Conditions,
 - b. the program, event or services description on the program, event or services web page which is available through the website of the You Inspire (you should consider printing a copy of the program web page as a record of the information provided),
 - c. the Registration Form from the You Inspire for a specific program, event or services,
 - d. the You Inspire’s Regulations, Policies and Waiver of Liability, and rules and policies made under them (see paragraphs 8, 9 and 10 below).
3. Your offer of a place on a program or event is set out in the specific Registration Form (the “Registration Form”). By accepting your Registration Form, you enter into your contract with the You Inspire.
4. You will enter into this contract with the You Inspire even if your fees are paid by a third party on your behalf.

Conditions of your contract with the You Inspire

5. Your contract with the You Inspire may be subject to financial conditions set out in your Registration Form or accompanying documents.
6. It is also a condition of your contract that any information submitted with or in relation to your participation application is true, accurate and complete (ie does not omit information you have been asked to provide).
7. If the failure to meet a condition is discovered once you have started your program or event, relevant proceedings may be brought against you which may result in sanctions including suspension or withdrawal from the program or event.

You Inspire regulations, policies and waiver of liability

8. By paying your fees you agree to comply with the You Inspire’s Regulations and Policies as amended from time to time. These include:

- a. the You Inspire's Waiver of Liability which confirms your acknowledgement that your participation in a coaching event or other program is voluntary and involves personal, emotional, and intellectual engagement. **You understand that the event or program is intended for personal growth, reflection, and learning, and does not constitute medical, psychological, or legal advice.** In consideration of your participation, you agree to release, indemnify, and hold harmless the You Inspire, its organizers, facilitators, sponsors, affiliates, employees, volunteers, and representatives from any claims, demands, liabilities, damages, or losses that may arise from or relate to your participation in the event or program, including but not limited to emotional, psychological, or intellectual outcomes. This includes any effects, whether positive or negative, that result from your involvement during the event or program and any follow-up activities.
- b. your acknowledgement that **you are responsible for your own emotional and mental well-being and that you will seek professional help if needed.** You agree that the You Inspire shall not be held liable for any direct or indirect consequences arising out of or related to your participation. **There are times when certain programs or events of the You Inspire may not be suitable for you and this can be when you are:**
 - i. **Currently suffering from severe periods of anxiety or depression that requires medication;**
 - ii. **Experiencing hypermania or psychotic episodes;**
 - iii. **Following recent major bereavement or loss or traumatic experiences.**
- c. other regulations concerning your participation, conduct, and behaviour including regulations relating to harassment, the use of IT facilities, health and safety issues, and legislative requirements such as data protection;
- d. any Health and Safety Instructions ('HSI') setting out standards of behaviour required of you during any pandemic, epidemic or local health emergency. HSI means any You Inspire code, policy or guidance issued in such circumstances. If an HSI is in force you must comply with it as a condition of in-person access to program or event, and may be disciplined for non-compliance;

9. You may be removed or suspended from the program or event if the You Inspire considers that you are in breach of any of these rules, or if you are found to have breached any HIS.

Your responsibilities

10. It is your responsibility:

- a. to act as a responsible member of the You Inspire's community, including treating other members of the community, fellow program or event participants and the public with courtesy and respect.
- b. to attend all coaching sessions, arrive promptly, carry out all relevant preparation for program or event sessions and engage fully with program or event activities.
- c. to comply with any other reasonable instructions in relation to the delivery of the program or event (eg other health and safety requirements, confidentiality, use of devices in sessions and complying with licence terms on program materials)

- d. to follow ethical learning standards, including following the You Inspire's policies and guidance on conduct during assessments, plagiarism, and conflicts of interest.
- e. to comply with any measures or instructions given by the You Inspire to reduce risk of transmission of any illness or to safeguard health during a pandemic, epidemic or local health emergency, including any HSI (eg wearing a face-mask, using hand sanitiser or following distancing procedures, if required). You must also immediately declare to You Inspire team members if you have any serious and easily transmissible infectious illness.

11. If you fail to comply with clause 10 without proper reason, the You Inspire reserves the right to exclude you from sessions to ensure your behaviour does not have a detrimental effect on other participants, or to take action in accordance with clause 9, if appropriate.

Fees and payment

12. Details of the fees and charges you will have to pay are set out on the program or event web page.

13. Once you have accepted your Registration Form, you will be redirected to a payment gateway to proceed with the payment and receive an e-mail confirmation upon successful payment. Your place is not confirmed until your fees are paid in full.

14. If your fees are to be paid by a third party which informs the You Inspire that it accepts full liability for your fees, then the You Inspire will invoice the third party directly.

15. The You Inspire reserves the right to refuse you participation in the program or event if you have not paid all relevant fees before the program or event starts.

16. All payments must be in EUR Euros. You must pay any currency conversion costs or other charges incurred in making the payment or in processing a refund.

Cancellations by you and refunds

17. Programs and events of the You Inspire are usually over-subscribed well in advance of program or event commencement. Participants are encouraged to ensure they book out the time to attend a program or event in their diaries as:

- a. over-subscription usually means another potential attendee has missed out on a place, and
- b. programs or events are taught or held in meticulously designed groups so reduced numbers due to cancellations may impact the experience of other attendees.

18. The You Inspire programs and events are generally non-refundable. Participants have the right to cancel their participation in a program or event. In case of inability to attend a program or an event:

- a. no refund is given; however, you can transfer your participation to a different person (enabling You Inspire to obtain the relevant program or event Registration Form from such a person) or donate the participation to a charity;
- b. no refund is given, however, subject to availability, transfer to a later iteration of the same or similar program or event is made for you. In this case you are eligible for one transfer only.

Cancellation by us

19. Where there are good reasons to do so the You Inspire may cancel a program or event and will make every reasonable effort to give you as much notice of cancellation as possible (normally at least 15 working days prior to the start date). The You Inspire will endeavour to offer a transfer to another program or event if practical and acceptable to you, subject to payment or refund of any difference in the purchase price, but if no acceptable alternative can be offered it will refund all fees paid by you.

20. The You Inspire's liability when it cancels a program or event will be limited to a refund of any fees or charges paid for the cancelled program or event.

Changes to programs or events – general provisions

21. The You Inspire will seek to deliver each program or event in accordance with the description set out on its program or event web page.

22. However, there may be situations in which it is desirable or necessary for the You Inspire to make changes in program or event provision, either before or after enrolment. The You Inspire therefore reserves the right to:

- a. make reasonable changes to the timetable, location or staff specified for a program or event; and
- b. make reasonable changes to the content and syllabus of a program or event.

23. In exceptional circumstances we may need to suspend, discontinue or combine programs or events. This may be because of academic or other substantial changes within subject areas, or as a result of low participant numbers on a program or event.

Events beyond the You Inspire's control

24. The You Inspire will not be in breach of its obligations under its contract with you, nor liable to you for any loss caused to you under its contract with you, which results from events which are beyond the You Inspire's reasonable control, such as: a pandemic, an epidemic or a local health emergency necessitating measures to reduce risk of infection or illness; industrial action; acts of God; acts of terrorism; government order or law; action by any governmental authority; the unanticipated departure or absence of key members of You Inspire staff; or failure or delay by third party suppliers and subcontractors. In such circumstances, the You Inspire will take reasonable steps to mitigate the impact on you and to restore coaching and services. This paragraph is not intended to restrict any legal rights where doing so would be unlawful (eg under consumer law).

Intellectual Property

25. The You Inspire retains ownership of specific formats of events or programs and all related materials. Participants are permitted to use knowledge and insights gained during the event or program for personal and professional development, but may not reproduce or distribute the format and event or program materials without permission and written consent.

Personal data and GDPR compliance

26. This document acknowledges that the processing of Personal Data as defined by the General Data Protection Regulation (GDPR) may be necessary for the performance of the You Inspire programs or events. Both you and You Inspire agree to comply with all applicable provisions of GDPR.

27. The You Inspire may collect basic demographic information (e.g., gender, age range, industry) for statistical purposes, as well as collect feedback from participants to improve future programs or events. All data will be anonymized and used in aggregate form. This includes ensuring that your data will only be used in a way which is fair, lawful and secure.

Photo and video recordings

28. You agree that video, audio and photo recordings may be made during the program or event. You agree that You Inspire may publish the recordings on social media platforms and you consent to the publication of these recordings for promotional or other professional purposes.

Complaints procedure

29. If you have a complaint, you should submit details to info@youinspire108.com

Termination

30. Your contract with the You Inspire will end in the following circumstances:

- a. when you finish your program or event, or if you cancel or withdraw from your program or event and so cease to be a current participant;
- b. if the You Inspire exercises its right to cancel or discontinue your program under paragraphs 19 or 20 above;
- c. if you cease to be a current participant as a result of a You Inspire procedure such as a disciplinary procedure. No refunds will be payable to you where you are excluded from the program or event, in these circumstances; or
- d. if you fail to comply with paragraph 5 or 6 above.

31. Terms relating to personal data as described at paragraphs 26, 27 and 28 above will survive termination of your contract with the You Inspire for any reason.

Jurisdiction

32. Your contract with the You Inspire and any dispute arising from it (including non-contractual disputes) shall be governed by the laws of the Republic of Cyprus and shall be subject to the exclusive jurisdiction of the Cyprus Courts.