



## **The C-section Scar Hub – Membership Terms & Conditions**

It's important to us that you are completely clear from the outset the way in which we will deliver our services to you. If you are planning to join The C-section Scar Hub, ("the Membership") then you must read these terms and conditions in full prior to purchasing.

### **Membership Terms: Key Details**

The terms cannot be varied and in proceeding to purchase the Membership you will be deemed to have accepted these terms. The terms and conditions set out below apply to the services offered by Hannah Johnson Therapies. Please read them carefully as they affect your rights and liabilities under law and set out the terms under which Hannah Johnson Therapies ("we", "our" or "us") provide services to you, as purchaser of the membership. These terms are subject to any rights you have under consumer law to which we are bound and which cannot be waived by contract.

### **Membership Outline**

The C-section Scar Hub is a membership platform for anyone who want to learn how to massage their C-section scar and improve their relationship with their body after C-section birth. The membership is an ongoing commitment where you can get regular support and guidance.

The aim is to provide support and guidance on the strategies which individuals need to help them to massage and care for their C-section scars. The information is not tailored to any one person or situation but includes information which has been tested and used across a range of different post-natal women. It is also focussed and designed for those who are newly post-partum as well as those who had a C-section birth years ago. Whilst it may be useful for those who have been in business for a number of years but who have never explored social media strategy or online marketing, the membership is best suited to those who are looking to learn how to massage their C-section scars in order to help improve any numbness, pain, tenderness, tightness, reduce an overhang or deal with the emotional connection between your C-section birth experience and your body now. Should you need specific or bespoke support then please contact us to enquire about our one to one services.

### **Membership Specifics**

There are four elements to the membership:



- i) On demand video tutorial library
- ii) Q&A, live massage sessions and guest expert masterclasses
- iii) Downloadable Documents
- iv) A Private Facebook Group

#### Live Masterclasses

The live masterclasses will be led by Hannah Johnson. From time to time they may also be joined by expert coaches and consultants who are specialists in different areas of C-section recovery or things relating to motherhood.

The masterclasses will take place, either directly in the private Facebook Group or via Zoom (or another similar video conferencing platform) for approximately 30 minutes. Some classes will also be open for non-members to attend at a cost. In the event that there are limited spaces on a class or workshop, Members will always be given priority.

The information and guidance shared in the guided massage sessions will be based on Hannah Johnson and her C-section Scar Massage method.

#### Question & Answer Sessions

Hannah will run regular Q&A style sessions where you will get the chance to ask questions about your situation and get tailored bespoke support. All of the Q&As will be delivered via the Facebook Group for no longer than 30 minutes. This will provide you with the opportunity to ask questions and discuss your own circumstances and get support.

#### Self-Study

In addition to the group masterclasses and live Q&As there will be materials provided for self-study. You have full access to the entire tutorial library which contain detailed step by step videos on how to massage your scar. You also have access to previous recordings of masterclasses on topics such as How to improve your C-section 'overhang' and The Benefits of using Compression for Scar Healing. For best results you should work through the text, audio and video material in your own time. Failure to complete the self-study materials may limit your ability to learn from the tips and guidance shared in the live sessions.

#### Private Facebook Group

You will have access to a private Facebook to support you during the Membership. The intention of the Facebook group is to provide community support and a network of individuals at a similar stage of C-section recovery and who are facing similar challenges.



From time to time Hannah Johnson may post and offer support in the Facebook Group but there is no guarantee that posts will be responded to immediately or that any Facebook mailboxes will be monitored.

Please be advised that whilst we hope that you will be able to utilise the Facebook group, we make no guarantees as to the availability of the group and/or the content within the group at any time.

### Behaviour

It is requested that at all times your behaviour towards others is polite and respectful. We will not be held responsible for the behaviour or actions of any other members. Should your behaviour be deemed offensive or inappropriate we reserve the right to remove you from the membership with immediate effect.

### **Disclaimers**

The aim of the membership is to provide you with the tools and understanding to massage your C-section scar safely and effectively and to improve the look and feel of your tummy and scar. As individuals your body, experience and situation is personal to you and whilst the strategies and techniques which we will provide are tested, it is not intended that you will watch a video or read a workbook and that you will instantly notice changes in your tummy and scar overnight.

We make no guarantees or claims as to the success of any member. Each individual is unique and their body and situation are unique to them. The aim is that by working through the trainings and resources and taking advantage of all of the elements which the membership has to offer you will have new information, strategies and techniques to improve the look and feel of your tummy and scar after C-section birth.

All information provided will be general information and guidance and will not be bespoke advice. We are not responsible for any action or inaction which you take as a result of the information within the membership. We are not responsible for any loss of opportunity or any purchases which you make.

No content in this membership should be construed as medical advice, whether mental or physical. If you believe that you require medical attention you should seek assistance from a medical professional immediately.

We ask that all members in the membership respect the rights of others in respect of their behaviour and privacy. We will not be responsible for the action of any members including for any disclosures made by any members based on information which has been shared within the membership.



## **Contact and Schedule**

It is the intention that the membership will run continuously and that any training material, live Q&As and live masterclass sessions will be provided as set out above. Should an unforeseen reason arise which cause a session(s) to be postponed they will be re-arranged as soon as possible.

Throughout the membership we will be available by email Monday to Friday between 8am to 6pm via [support@hannahjohnsontherapies.com](mailto:support@hannahjohnsontherapies.com) and will respond as soon as possible and within 48 hours during the hours stated.

If you have a technical query relating to accessing the membership please include “Tech” in the subject line of your email correspondence.

You may see us post on social media outside of our core hours. Not all of these posts are live and some will be pre-scheduled. We are passionate about supporting everyone in the membership and where we can we may respond to you out of hours but we make no guarantees that this will always be possible.

## **Payment Terms**

The cost of the membership is set at the time you subscribe. On subscription you will agree to monthly payments via PayPal or Stripe, which will be taken on the same day each month.

The membership subscription is entirely flexible. Once you have paid your monthly fee you will gain access to all of the membership benefits. Should you wish to cancel you can do so through your online portal/please email us and we can support you in cancelling your subscription. Should you seek to cancel the subscription close to the billing period renewal date you may still be charged for a further month during which you can continue to use the benefits of the membership.]

If you sign up for a 3 month membership, the subscription is for a fixed 3 month period following that you can leave at any point. If you do leave and re-join at a later date, you will lose the membership rate on which you are currently subscribed and whilst we would be happy to welcome you back, the membership fees may have increased.

## **Privacy and Confidentiality**

Your privacy and protection of your personal data is important to us. Your personal data is protected as set out in our privacy policy which can be found <http://www.hannahjohnsontherapies.com/wp-content/uploads/2019/06/Privacy-Policy-1.pdf>



We utilise Mailchimp to manage our communications with you and from time to time may utilise the Facebook Pixel analytics tool.

During the course of the membership you may have access to confidential information, in particular the personal affairs of others on the course. In accepting these terms, you agree that you will not use or disclose to any person, organisation or company, and shall use your best endeavours to prevent the publication of, any confidential information relating to any other member.

You accept that any unauthorised disclosure of personal or confidential information belonging to another may amount to immediate dismissal from the membership. Should you decide to leave the Membership then you remain bound by the confidentiality and privacy obligations.

### **Refunds and Cancellation**

It is our aim that you will be completely happy with the Membership and find educational content and form friendships. However, we appreciate that there may come a time when you wish to leave the Membership.

In accordance with Distance Selling Regulations, you have the right to cancel and obtain a full refund within 14 days from the date of subscription. Refund requests should be made in writing to [info@hannahjohnsontherapies.com](mailto:info@hannahjohnsontherapies.com) and a full refund will be provided within 14 working days.

In the event that one or more training sessions have already taken place, or that you have accessed any of the training material, or community groups within the first 14 days following your subscription, you are still entitled to request a refund but the value of the content which you have accessed shall be deducted from the amount paid by you, along with any reasonable costs which have been borne by us in respect of the administrative costs of commencing the membership.

There is no obligation on us to refund any amounts paid where cancellation requests are made following the 14 day cancellation period.

Should you wish to cancel your membership you can do so at any time.

We reserve all rights to cancel the programme for any reason without prior notice. In such circumstance a refund will be provided for the remainder of that month as applicable.

### **Intellectual Property**



During your time as a member you will be provided with course materials. At all times the intellectual property rights and copyrights connected with those materials remain with us. You have the right to use the materials as learning tools but you are not permitted to duplicate or provide copies to third parties. We retain and reserve all of our copyrights.

## **Complaints**

If you have a complaint about the programme this should be made to made in writing to Hannah Johnson at [info@hannahjohnsontherapies.com](mailto:info@hannahjohnsontherapies.com)

## **Frequently Asked Questions**

1. *What happens if I can't make a live session?*

As far as possible, the live masterclasses will be held via Zoom. If not they will be recorded and the link to watch will be sent to you within 48 hours following the end of a live session. From time to time technology may fail and the recording may be unavailable or of poor visual or sound quality but we do aim to record all live sessions. We cannot guarantee the Q&A sessions will be recorded.

2. *What if I need additional support?*

Additional support can be offered to each member in the form of 1:1 support or guidance. We are happy to support you as required, please contact us directly, additional charges will apply.

3. *What if I am ill during the membership?*

If you are ill or unable to attend a live session for any reason you will be able to watch the recording of that session. If you are ill for an extended period please let us know and we will support you wherever we can.

4. *Is the membership suitable for all women after C-section birth?*

The membership is best suited to those who have had a C-section birth and have a C-section scar. Although you will not be able to partake in the massage work before your scar is fully healed there is still a lot of relevant information and guidance for prior to this time.

## **General**



We intend to rely on the written terms set out in these terms and conditions for the services that we provide to you in delivery of the membership. These written terms shall constitute the entire agreement between us.

Should there be any conflict between these terms and any membership hosting platform or payment gateway, these terms shall prevail.

We may update these terms and conditions from time to time for legal or regulatory reasons or to allow the proper operation of your service. Any changes will be notified to you as soon as possible.

If any provision or part-provision of these terms and conditions is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any such modification or deletion shall not affect the validity and enforceability of the rest of these terms and conditions.

These Terms are governed by the laws of England & Wales. The Courts of England & Wales have exclusive jurisdiction over any matter and proceedings arising out of the Membership.