Chilled Mama's Circle
Terms and Conditions

Summary:
This is a quick-read summary. Please read the relevant sections for more details.

- **Rolling membership fee**, paid monthly, or 3 monthly.
- **No minimum membership**
- **Cancellation** notice must be at least 14 days before date next fee due.
    - Your membership fee when you join is the forever price, unless you cancel.
    - If you cancel and later rejoin, you pay the current fee, not the original.
- **Content and activity of the Circle** Dates, topics, formats and timings may change as the memberships develop. We will aim to preserve the overall nature and purpose of the membership.
- **Members will not** share resources, take screenshots, or discuss other members outside of the Circle, with the exception of resources shared to use explicitly in activities that form part of any training, and are shared with that intention.
- **Open Door** free mentoring sessions can be taken at any time. The onus is on the member to book.
- **Any discriminatory behaviour will not be tolerated.**

1. About this membership
These Terms & Conditions apply to your membership of Chilled Mama's Circle ("Circle"), provided by Chilled Mama ("we", "us", "our"). The Circle is a professional community for perinatal practitioners, offering connection, learning, reflective practice, research and practical ideas. Chilled Mama is owned and operated by Cathy Williams.

2. Who can join
Membership is intended for adults involved in providing, developing or supporting perinatal services. You must provide accurate information when joining and keep your contact details up to date.

3. What is included Circle:
The current offer includes a monthly 'Gathering' live session, Masterclass training, Perinatal Tea Club, news & research bulletin and briefings, access to the Circle community and the opportunity to book an "Open Door" 1-to-1 session with Cathy, subject to availability.

Dates, topics, speakers, formats and timings may change as the memberships develop. We will aim to preserve the overall nature and purpose of each membership.

4. Membership term and monthly subscription
Membership is a rolling subscription with no minimum commitment. Membership of the Circle can be purchased monthly or three monthly.
Longer memberships can be arranged, at a discounted rate. Particularly useful for organisations.

Your subscription will renew automatically each time, until cancelled in accordance with these Terms. Your minimum commitment does not remove any statutory cancellation rights that apply to you.

Free membership of the Circle for three months is given to anyone booking day long facilitator training with Chilled Mama Cathy. You can choose when this starts, either from date of booking or from the day of the training. After this term finishes, you can sign up for the paid plan.

5. Cancellation and notice
You may give notice of cancellation at any time. We ask that notice is given at least 14 days before renewal is due. You can cancel using the cancellation method provided when you join or by sending a clear written cancellation request to the membership contact address provided in your joining information.

If you cancel during the first three months, your membership will normally continue until the later of:
(a) completion of the initial three-month minimum period; or
(b) the end of the applicable two-week notice period.

This means you will not be required to remain a member beyond the point at which both requirements have been satisfied. We will confirm your cancellation and the date your membership will end.
Nothing in these Terms limits any statutory right you may have to cancel or obtain a refund.

6. Statutory cancellation rights
If you are a consumer entering into the membership contract online or by another distance-selling method, you may have statutory cancellation rights, including a 14-day cooling-off period in circumstances covered by the law. The application of those rights can depend on the nature of the service and whether you ask us to begin providing it during that period.
Where the law gives you a cancellation or refund right, that right takes precedence over these contractual cancellation terms.

7. Fees and payment
The current Circle price is £24 per month. Promotional or founder prices are subject to the terms stated when you join. Payments are made periodically, depending on the option chosen, using the payment method selected at checkout. If a payment fails, we may contact you to request payment and may suspend access until the account is brought up to date.

8. Price changes
We may change the standard membership price in the future. The price you join at is your forever price, unless you cancel your membership.
If you later want to rejoin the Circle, the current fee will be applicable, not the previous fee.

9. Sessions and recordings
Some live sessions may be recorded and made available afterwards. We will make reasonable efforts to tell participants when a session is being recorded. You may choose not to use your camera or microphone where the platform allows. Some reflective or wellbeing sessions may not be recorded.

10. **Open Door 1-to-1 sessions**
Where included in the Circle, the Open Door provides an opportunity to book a 1-to-1 session with Cathy about your services, session delivery or scenarios you would like to discuss, subject to availability. These conversations are mentoring, practitioner support and reflective discussion.

Unless separately agreed, they are not clinical supervision, legal advice, medical advice, therapy, safeguarding supervision or a substitute for professional supervision.

The Open Door 1-1 sessions can be ad hoc calls or email support, as well as pre-booked hour-long sessions for more in depth mentoring.

Membership of the Circle includes up to 5 of the hour long Open Door sessions with Cathy per year. These are optional. They may be taken at any time, for example five 1 hour sessions in one month, or 10 lots of 30 mins over 10 months. The exact timing and duration to be mutually agreed. Additional hours can be purchased at £49, half normal price.

This is an optional element of the Circle. If you want to use this benefit, you need to contact Cathy to book. There is no obligation on Cathy to provide the Open Door sessions if it is not possible to fit them in before the end of your membership, or if there is no mutually convenient time.

11. Community standards
Members must communicate respectfully and must not harass, bully, discriminate against, threaten or deliberately undermine other members. The community must not be used for unlawful, defamatory, offensive or disruptive material or unsolicited promotion. We may remove content or suspend/end access where we reasonably believe conduct is seriously harmful to the community or breaches these Terms.

Sexism, racism, homophobia and transphobia will not be tolerated.

12. Confidentiality
Members must not share identifiable information about clients, parents, babies, children or colleagues. Case discussions must be appropriately anonymised.

Members are expected not to copy, screenshot, record, publish or share community discussions or another member’s personal information outside the community without permission.

We cannot guarantee every member will comply, so please do not share information you would not want disclosed.

13. Professional responsibility
Membership supports professional development, confidence, reflection and ideas. You remain responsible for your own professional decisions, policies, practice, safeguarding, insurance, qualifications and compliance with requirements applying to you.

Membership content is not a substitute for appropriate clinical, medical, legal, safeguarding or professional advice.

14. Intellectual property
Unless stated otherwise, resources, training materials, downloads, recordings, written content and graphics supplied through the memberships belong to Chilled Mama or its licensors. Your membership gives you a personal right to use these materials for your own professional practice.

You must not sell, redistribute, reproduce, republish or share paid membership materials outside the membership without written permission, with the exception of activity resources that form part of training to deliver those activities to parents and parents-to-be.

15. Third-party platforms
The memberships may use platforms such as Skool, WhatsApp, video-conferencing services, email services and payment providers. Their own terms and privacy policies may also apply. We cannot guarantee uninterrupted availability of a third-party platform.

16. Changes to the membership
Chilled Mama's Circle is a developing offer. We may reasonably change topics, session formats, platforms, timings or resources while maintaining the overall character and value of the membership. Significant changes will be communicated and any applicable statutory or contractual cancellation rights will apply.

17. Ending membership by Chilled Mama
We may suspend or end membership for serious breach of these Terms, non-payment, or conduct seriously harmful to other members or the community. Where reasonably possible, we will give an opportunity to remedy a breach.

If we end membership for a reason unrelated to your breach, we will provide any refund required by law and, where appropriate, a fair refund for any prepaid period you can no longer use.

18. Liability
Nothing in these Terms excludes or limits liability where doing so would be unlawful, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or statutory consumer rights. Subject to those protections, Chilled Mama is not responsible for losses arising from decisions you make based on membership information or for interruptions

outside our reasonable control. No particular business, professional, financial, health or other outcome is guaranteed.

19. Data protection
We process personal information in accordance with our Privacy Policy and applicable data protection law. Where WhatsApp or another group platform is used, other members may be able to see information such as your name or telephone number depending on the platform and your settings.

20. Complaints
If you have a concern about your membership, please contact Chilled Mama using the contact details provided when you join. We will aim to acknowledge and resolve complaints reasonably and promptly.

21. Governing law
These Terms are governed by the law of England and Wales. If you are a consumer, this does not remove any mandatory consumer protection rights that apply to you.

22. Contact details Business:
Chilled Mama Website: www.chilledmama.co.uk
Membership contact: Cathy Williams cathy@chilledmama.co.uk
Legal/business name and address: Chilled Mama, 41 Preston Road, Toddington, Bedfordshire, UK LU5 6EG

23. Version: September 2026.
These Terms may be updated from time to time. The version applicable to your membership will be the version provided when you join, subject to lawful updates communicated to you.