

TERMS AND CONDITIONS

Last Updated: 21/07/2026

Welcome to **Matters2Me CIC** ("Company", "we", "our", "us"). These Terms and Conditions ("Terms") govern your website use, your user account, and the community services, memberships, and individual packages we provide (collectively, the "Services").

By creating an account, accessing a free trial, purchasing a membership, or buying an individual service, you agree to these Terms. If you do not agree, please do not use our website or Services.

1. Eligibility and Accounts

- **Age Limit:** You must be at least 18 years old to purchase our Services.
- **Account Security:** You must provide accurate information when creating an account. You are solely responsible for keeping your login credentials confidential.
- **No Transfers:** Your account and membership benefits are personal to you. You may not share, sell, or transfer your account to anyone else.

2. Promotional Free Trials and Free Days

- **Eligibility:** Free trials or promotional free days are offered at our sole discretion. They are limited to one per household/user unless stated otherwise.
- **Payment Details:** We may require you to enter valid payment details to sign up for a free trial.
- **Automatic Roll-over:** If payment details are required, you will be automatically charged the standard membership fee at the end of the promotional free period unless you cancel before the trial ends.
- **Cancellation:** You can cancel your trial at any time through your account dashboard.

3. Memberships, Purchases, and Billing

- **Payment:** You agree to pay all fees associated with your chosen membership or individual purchase at the prices displayed at the time of sale.
- **Recurring Billing:** If you purchase a subscription membership, you authorize us to charge your payment method automatically on a recurring basis (e.g., monthly, annually) until you cancel.

- **Price Changes:** We may change our membership or service fees at any time. We will give you at least 30 days advance notice of any subscription price changes.
- **Cancellations:** You can cancel your paid membership at any time through your account settings. Cancellation will take effect at the end of your current billing cycle, and you will retain access until then.

4. Refund Policy

- **General Rule:** Except as required by law, all individual purchases and membership fees are non-refundable.
- **Cooling-Off Period (If applicable):** You may request a refund within 14 days of your initial purchase. However, if you actively use or log into the Services during this time, you agree to waive your right to a full refund, and a pro-rata amount may be deducted for the days used.
- **No Refunds for Cancellation:** Cancelling a subscription stops future automatic charges, but it does not trigger a refund for the current billing period or any historical charges.

5. Community Rules and Conduct

As a member of our community, you agree to behave respectfully. You are strictly prohibited from:

- **Disruption:** Disrupted behaviour, harassment, bullying, or abuse toward our staff or other community members.
- **Commercial Use:** Using our community space or Services to advertise, spam, or sell your own products or services.
- **Impersonation:** Pretending to be someone else or misrepresenting your identity.
- **Account Abuse:** Allowing non-members to access member-only events, spaces, or digital perks.

We reserve the right to suspend or permanently terminate your account and membership immediately, without a refund, if you violate these community rules.

6. Website and Service Restrictions

- **No User Content:** Our website does not allow users to upload, post, or share their own content, text, or media.
- **Intellectual Property:** All content provided by us—including videos, materials, designs, text, and graphics—is owned by us. You may view and use it for your personal enjoyment, but you may not copy, download, distribute, or resell it.

- **Third-Party Media & Images:** Our Site and Services utilize images, graphics, and media assets under valid commercial licenses from third-party providers (including, but not limited to, stock media libraries). These assets are integrated for display purposes only. You are strictly prohibited from extracting, downloading, isolating, or copying any images or media from our Site for your own personal or commercial use.

7. Limitation of Liability

- **"As-Is" Service:** Our community services are provided for general educational, recreational, or social purposes.
- **Liability Cap:** To the fullest extent permitted by law, our total liability to you for any claim arising out of your membership or use of our Services is strictly limited to the total amount you paid us in the 3 months preceding the claim.

8. Termination by Us

We reserve the right to modify, suspend, or discontinue any part of our Services or memberships at any time. If we cancel a paid membership early for reasons unrelated to a breach of these Terms, we will provide a pro-rata refund for any prepaid, unused time.

9. Governing Law

- **Jurisdiction:** These Terms are governed by the laws of England
- **Disputes:** Any legal disputes will be handled exclusively in the courts of that region.

10. Contact Us

If you have any questions about your membership or these Terms, please contact us at:

- **Email:** Admin@matters.me.uk
- **Phone:** 07385857518