



Terms & Conditions

Version: 1.0

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Dyslexia in Adults

These Terms & Conditions apply to all services and products offered by Dyslexia in Adults, including, but not limited to, The Hive membership, Corporate Training, 1:1 coaching, the Dyslexic Mastermind, and the Basics of Dyslexia at Work Bootcamp. By purchasing any of these services, you agree to be bound by the terms below:

1. General Terms

- 1 All purchases are final, non refundable and for individual use only. The information is non-transferable, and therefore sharing login details or redistributing content is strictly prohibited.
- 2 Access to digital materials is granted for the duration of the membership, programme, or course period only. Access is not **provided in perpetuity** unless explicitly stated otherwise.
- 3 By making a purchase, you confirm that you have read, understood, and accepted these Terms & Conditions in full. This acceptance includes waiving the right to chargebacks inconsistent with these terms.
- 4 These Terms are governed by the laws of England and Wales.

2. Behaviour and Conduct

We are committed to maintaining a supportive, respectful environment across all offers. We reserve the right to revoke access, without refund, to any individual who:

- Disrupts the experience of others,
- Violates boundaries of respectful communication,
- Or engages in any inappropriate or harmful behaviour toward others or the facilitator.

3. The Hive Membership

Overview

The Hive is a rolling monthly membership providing ongoing access to digital resources, community spaces, and events.

Subscription & Cancellation

- Subscriptions renew automatically each month on your original payment date.
- You may cancel at any time through your customer portal or by contacting us directly at hello@dyslexia-in-adults.com.
- **If cancellation is made within 24 hours of your renewal**, you are entitled to a **full refund**.

- After 24 hours, **no refunds will be issued**, and access will continue until the end of the billing period.

4. 1:1 Coaching

Overview

1:1 coaching is a tailored service, typically offered as a structured programme over 12 weeks, with pre-booked calls and optional support in between sessions.

Cancellation & Time Limit

- This is a **non-refundable** purchase.
- **No refunds** will be issued under any circumstances, including non-attendance, scheduling conflicts, or change of personal circumstances.
- All coaching calls must be used within **6 months** of the purchase date unless agreed otherwise in writing. After this, any unused sessions will be forfeited.
- Sessions may be rescheduled with **at least 24 hours' notice**. Missed or late-cancelled sessions will be forfeited.

5. Dyslexic Mastermind (6-Week Programme)

Overview

The Dyslexic Mastermind is a six-week guided group programme offering structured online support, live sessions, and digital content access for a fixed time period.

Cancellation & Refunds

- This is a **non-refundable** purchase.
- **No refunds** will be issued for any reason, including non-attendance, scheduling conflicts, or change in personal circumstances.
- Access to course materials is time-limited and ends at the conclusion of the programme.

6. Basics of Dyslexia at Work Bootcamp (2-Week Programme)

Overview

The Bootcamp is a short-form, high-impact two-week online course providing both live and

recorded content, accompanied by supporting tools and exercises.

Cancellation & Refunds

- This is a **non-refundable** purchase.
- **No refunds** will be issued for any reason, including non-attendance, scheduling conflicts, or change in personal circumstances.
- Access to course materials ends at the conclusion of the programme. Rest assured, we will notify you when your access to these materials will close.

7. Corporate Training

Overview

Corporate training sessions - including workshops, presentations, webinars, coaching, team training, and optional coaching sessions - are customised services delivered to companies or organisations, either live or pre-recorded.

Payment Terms

- **Full payment must be received before the session begins.** We reserve the right to postpone or cancel delivery if payment is not received in advance.
- All invoices are due on receipt unless otherwise agreed in writing.

Cancellation Policy

- **All corporate training bookings are non-refundable.**
- If a session is cancelled by the client for any reason, no refund will be issued.
- Rescheduling may be offered at our discretion, depending on availability.

8. Intellectual Property

All content, materials, tools, videos, worksheets, frameworks, and any other resources provided as part of The Hive, 1:1 coaching, the *Dyslexic Mastermind*, or the *Basics of Dyslexia at Work Bootcamp*, and Corporate Training are the intellectual property of *Dyslexia in Adults* and Natalie Brooks.

These materials are for **personal, non-commercial use only**. You may not copy, share, modify, distribute, republish, or otherwise use any content without explicit written permission. Breach of these terms may result in removal from the programme and legal action where appropriate.

9. Changes to These Terms

We may update these Terms & Conditions from time to time. The current version will always be available on our website, and the effective date and version number will be listed at the top of this page. The client will be held to the version of the Terms and Conditions made available at the time of registration for services.

10. Queries

If you have any questions about these Terms, please contact us at hello@dyslexia-in-adults.com.