

# SOULcare Memberships

## MEMBERSHIP TERMS AND CONDITIONS

One-month rolling membership | Cancel at any time

|                          |                                                                                    |
|--------------------------|------------------------------------------------------------------------------------|
| <b>Provider</b>          | SOUL Wellness C.I.C., trading as SOUL Wellness Hub & Cafe                          |
| <b>Company number</b>    | 15059642                                                                           |
| <b>Registered office</b> | The Former Methodist Church, Burnley Road, Sowerby Bridge, United Kingdom, HX6 2TL |
| <b>Contact</b>           | info@soulwellnesshub.com   +44 1422 836973                                         |
| <b>Effective date</b>    | 11 September 2026                                                                  |

Please read these terms before joining. They explain how your membership starts, renews and ends, how payments work, and the rules for using SOULcare benefits.

### A. Key terms at a glance

|                            |                                                                                                                                                                         |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Start date</b>          | Your membership begins when we confirm your purchase, unless your confirmation states a later date.                                                                     |
| <b>Rolling term</b>        | There is no fixed minimum term. Membership continues one Membership Month at a time.                                                                                    |
| <b>Renewal and payment</b> | Payment is taken automatically on the same numerical date each month, or on the final day of a shorter month.                                                           |
| <b>Cancel at any time</b>  | Cancel through the member portal or by a clear email to us. No cancellation fee applies.                                                                                |
| <b>After cancellation</b>  | Membership remains active until the end of the Membership Month already paid for. We will not take the next payment if cancellation is received before it is processed. |
| <b>Bookings</b>            | Benefits require advance booking and are subject to availability, plan limits, safety requirements and the applicable booking terms.                                    |
| <b>Monthly benefits</b>    | Unless your Plan Description states otherwise, a “monthly” benefit is available once in each Calendar Month and resets on the first day of the next Calendar Month.     |

### 1. About these terms

These Membership Terms apply to every SOULcare membership supplied by SOUL Wellness C.I.C., trading as SOUL Wellness Hub & Cafe (“SOUL”, “we”, “us” or “our”), to an individual member (“you” or “your”).

Your contract consists of: (a) these Membership Terms; (b) the plan name, price, benefits and limits shown at checkout and in your confirmation (the “Plan Description”); (c) our General Terms and Conditions, so far as they apply to bookings and use of our facilities; and (d) the facility and safety rules made available for each booked service.

If there is a conflict, the Plan Description takes priority for the price and benefits purchased; these Membership Terms take priority for membership billing, renewal and cancellation; and mandatory consumer law always takes priority. Nothing in these terms affects your statutory rights.

## 2. Definitions

“Calendar Month” means the period from the first to the final day of a named month. “Membership Month” means each billing and access period beginning on the Start Date or a Renewal Date and ending at the end of the day before the next Renewal Date. “Renewal Date” means the monthly anniversary of the Start Date, adjusted under clause 6.3 where a month has no corresponding date. “Start Date” means the date stated in our confirmation. “Facilities” means the activities, classes, spaces, services and equipment included in your Plan Description.

Calendar Months determine when benefits described as monthly reset. Membership Months determine billing, renewal and the date access normally ends after cancellation. These periods may begin and end on different dates.

## 3. Eligibility and membership account

- You must be at least 18 years old to buy a membership. Individual Facilities may have additional age or eligibility requirements.
- You must provide accurate, current contact, payment and requested health information and keep it updated.
- Membership is personal. You must not share, transfer or resell your account, booking access or benefits unless we agree in writing.
- You are responsible for keeping your member-portal login secure and for promptly reporting suspected unauthorised use.

## 4. Joining and contract formation

Your order is an offer to buy the selected plan. A binding contract is formed when we accept the order and send confirmation, or first make membership benefits available, whichever happens first. We may refuse an order for a lawful reason, including an obvious pricing error, inability to supply the plan, a material safety concern or suspected misuse. If payment has already been taken, we will refund it.

Membership begins on the Start Date. If you choose immediate activation, you expressly request that we begin supplying the membership during any applicable statutory cooling-off period. Clause 8 explains the effect of that request.

## 5. Plans and benefits

Your Plan Description identifies the benefits, usage limits and monthly price. The checkout information and confirmation are the authoritative record of the plan purchased. Prices advertised for new members do not alter the price of an existing membership.

- All Facilities and classes are subject to advance booking, availability, opening hours, instructor or practitioner availability, maintenance, capacity, safety checks and applicable eligibility rules.
- “Unlimited” means subject to reasonable personal use and any booking limits in the Plan Description. It does not guarantee availability. Unless otherwise stated, infrared-sauna use is limited to one session of up to one hour per member per day.
- A benefit described as “per month” or “monthly” is available once during each Calendar Month while membership is active, unless the Plan Description states another reset period. It resets on the first day of the next Calendar Month, regardless of the Start Date or Renewal Date.
- Monthly benefits are not pro-rated for a partial Calendar Month. The stated allowance is available while membership is active during that month, subject to availability and these terms.
- A weekly allowance must be booked and used during the relevant Monday-to-Sunday week. Unused monthly or weekly allowances expire without refund or cash value and do not roll over unless the Plan Description expressly says otherwise.
- Only benefits expressly included in the Plan Description are covered. Food, drink, retail products, independent practitioners, special events and other services are excluded unless expressly included.

## 6. Monthly price, payment and automatic renewal

### 6.1 Monthly price

You must pay the monthly price shown at checkout. Prices include applicable VAT unless stated otherwise.

### 6.2 Payment authority

You authorise us and our payment provider to charge your selected payment method on the Start Date and automatically on every Renewal Date until membership ends. There is no fixed minimum term and no cancellation fee.

### 6.3 Renewal Date

The Renewal Date normally has the same numerical day as the Start Date. If a month has no corresponding date, payment is due on that month’s final calendar day. The original numerical date resumes where possible. For example, a membership starting on 31 January renews on the final day of February and then on 31 March.

### 6.4 What renewal buys

Each renewal payment buys the next Membership Month. We will not take payment before its Renewal Date unless you expressly agree otherwise. You must keep a valid payment method on file. Your bank or payment provider may apply its own charges.

## 7. Cancelling your rolling membership

7.1 You may cancel at any time, without giving a reason or paying a cancellation fee, through the cancellation option in the member portal or by emailing [info@soulwellnesshub.com](mailto:info@soulwellnesshub.com) with a clear statement that you want to cancel. You may also use the contact details at the start of these terms.

7.2 Cancellation stops automatic renewal. Membership remains active until the end of the Membership Month already paid for, and you may use remaining benefits during that period, subject to these terms. We will not take the following payment if cancellation is received before that payment is processed.

7.3 If you cancel on a Renewal Date after the renewal payment has already been processed, that payment ordinarily covers the new Membership Month and membership ends at the end of the day before the following

Renewal Date. This does not affect a statutory cancellation or refund right. If we process payment after receiving an effective cancellation in error, we will refund it promptly.

7.4 We will acknowledge cancellation in writing and confirm the membership end date. Unless required by law, ordinary cancellation does not create a refund for a partly used Membership Month or unused benefits.

## 8. Statutory cooling-off rights

8.1 If you buy online, by telephone or away from our premises, you will normally have a legal right to cancel within 14 days beginning the day after the contract is made. You may exercise that right by any clear statement, including through the member portal or by email. You do not have to give a reason or use a particular form.

8.2 If you expressly requested immediate activation and cancel during the cooling-off period, we may deduct or charge only the proportionate amount permitted by law for membership services actually supplied before cancellation. The calculation will take account of the elapsed access period and any benefits used, where legally relevant. If supply has not begun, we will refund in full.

8.3 Any refund due will be made within 14 days after we are informed of cancellation, using the original payment method unless agreed otherwise. If the law gives you more favourable rights, those rights apply.

## 9. Bookings, cancellations and attendance

Membership does not itself reserve a place. You must book each session or class through an available booking channel and comply with the confirmation, General Terms and applicable facility rules.

- Cancel a booking within the notice period stated for that service. A late cancellation or non-attendance may be treated as use of the relevant allowance. Repeated misuse may lead to reasonable booking restrictions after warning.
- Arrive in sufficient time for check-in and safety steps. Late arrival may shorten a session or mean we cannot safely admit you.
- Bookings are for the named member only. We may request reasonable proof of identity or active membership.
- Membership benefits cannot be combined with another offer unless the offer expressly permits it.

## 10. Health, safety and responsible use

Our services support general wellbeing and are not a substitute for medical diagnosis, advice or treatment. You remain responsible for deciding whether a Facility is suitable and for obtaining appropriate medical advice where necessary.

- Complete requested consultation or consent information accurately and tell us promptly about relevant changes in health, medication, pregnancy or physical condition.
- Follow staff instructions, hygiene requirements, displayed rules and reasonable safety limits. Do not use a Facility while under the influence of alcohol or non-prescribed drugs, or where use would be unsafe.
- Stop immediately and seek assistance if you feel unwell. We may refuse or stop use where reasonably necessary to protect you or another person.
- Treat staff, practitioners and customers respectfully. Harassment, abuse, deliberate damage, unsafe conduct and serious disruption are prohibited.

If we refuse a particular session for a genuine health or safety reason, we will act reasonably. That decision does not automatically create a refund of the whole membership, but your statutory rights remain unaffected.

## 11. Changes to your plan

### Changes requested by you

You may request an upgrade or downgrade through the portal or by contacting us. The effective date, any proportionate charge or credit, and the benefits available will be confirmed before the change takes effect. Unless otherwise agreed, a downgrade takes effect on the next Renewal Date.

### Price changes

A price advertised for new members does not alter your existing recurring price. If we propose to change your price, we will give at least 30 days' clear written notice. An increase will not take effect before a Renewal Date. The notice will state the new price, its effective date and how to cancel. You may cancel before the first payment at the new price.

### Reasonable changes to services

We may make reasonable changes to timetables, instructors, equipment, booking processes, opening hours or facility rules for safety, legal, operational or service-improvement reasons. We will not materially reduce the core benefits of a paid Membership Month without a reasonable alternative, credit or proportionate refund. For a significant continuing reduction, we will give reasonable notice and allow cancellation before it takes effect.

## 12. Failed payments

If payment fails, we may notify you and retry it. Access may be suspended while payment remains overdue. We will not charge a late-payment or collection fee unless it is lawful, fair, proportionate and disclosed before it is incurred. If payment is not resolved within a reasonable period, we may end membership by written notice. You remain responsible for sums properly due for a period already supplied, subject to your legal rights.

## 13. Suspending or ending membership

We may suspend or end membership immediately where reasonably necessary because of serious or repeated breach, fraud, sharing or resale of benefits, abusive or dangerous behaviour, a material safety risk or unlawful activity. Where an issue can reasonably be corrected, we will normally explain it and allow an opportunity to do so first.

We may end a plan or all memberships for operational reasons by giving at least 30 days' notice where reasonably possible. We will refund any prepaid amount covering the period after the end date. If we end membership for serious breach, any refund will be determined fairly in light of services supplied and losses we may lawfully recover.

## 14. Facility closures and events outside our control

We are not responsible for delay or failure caused by events outside our reasonable control, such as utility failure, severe weather, fire, flood, epidemic, industrial action or government restriction. We will take reasonable steps to minimise disruption. If a closure materially prevents use for a significant part of a paid Membership Month, we will offer an appropriate extension, credit, alternative or proportionate refund where required by law.

## 15. Liability

15.1 We are responsible for foreseeable loss or damage caused by our breach of contract or failure to use reasonable care and skill. Loss is foreseeable if it was obvious that it would happen or both parties knew it might happen when the contract was made.

15.2 We do not exclude or limit liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or your statutory rights under the Consumer Rights Act 2015.

15.3 We are not responsible for loss that is not foreseeable, business loss suffered by a consumer, or loss caused by your failure to follow reasonable instructions or disclose requested relevant health information, except to the extent we caused or contributed to that loss.

15.4 Please secure personal belongings. We are responsible for loss or damage to them only where caused by our failure to use reasonable care.

## 16. Personal information

We process personal information under applicable data-protection law, including the UK GDPR and Data Protection Act 2018, and our Privacy Notice. Health information is special-category personal data. Our Privacy Notice and any separate consent request explain the purposes, legal bases and special-category condition we rely on, sharing, retention and your rights. We collect only information reasonably needed for safe service delivery and membership administration.

## 17. Complaints

Please raise any concern promptly using the contact details at the start of these terms so that we can investigate and try to resolve it. We will acknowledge the complaint and aim to provide a substantive response within a reasonable time. You retain the right to pursue any remedy available through the courts or an applicable dispute-resolution scheme.

## 18. Changes to these Membership Terms

We may update these terms for legal, regulatory, safety, security or reasonable operational reasons. We will give reasonable advance written notice of a change that materially disadvantages you. It will take effect no earlier than your next Renewal Date unless the law or an urgent safety or security issue requires otherwise. You may cancel before it takes effect. Changes will not retrospectively remove benefits already paid for.

## 19. General legal terms

19.1 We may transfer our rights and obligations to another organisation if this does not reduce your rights. We will tell you in writing. You may not transfer your membership without our written agreement.

19.2 This contract is between you and us. No other person has a right to enforce it under the Contracts (Rights of Third Parties) Act 1999.

19.3 If a court finds part of these terms unlawful or unenforceable, the remaining parts continue in force. A delay in enforcing a right is not a waiver.

19.4 Notices to you may be sent to the latest email or postal address you provide. Membership cancellation may be sent through the channels in clause 7. Other notices to us may be sent using the contact details at the start of these terms.

19.5 These Membership Terms, the Plan Description, the applicable General Terms and Conditions, and documents expressly referred to in them form the agreement concerning your membership. Nothing in this clause excludes statements or information that consumer law treats as binding.

## 20. Governing law and courts

These terms and your membership are governed by the laws of England and Wales. If you live in England or Wales, its courts will have jurisdiction. If you live in Scotland or Northern Ireland, you may also bring proceedings in your local courts. Mandatory consumer protections applying where you live remain unaffected.

## Schedule 1. Practical examples and cancellation wording

### Cancellation example

Example 1 - cancellation before renewal: If your membership starts on 12 September, it normally renews on the 12th of each month. If we receive your cancellation on 27 October, your membership remains active until the end of 11 November and no renewal payment is taken on 12 November.

Example 2 - cancellation after renewal: If instead we receive your cancellation on 12 November after that day's renewal payment has been processed, your membership normally remains active until the end of 11 December and no renewal payment is taken on 12 December. Any statutory cancellation or refund right remains unaffected.

### Calendar-month benefit example

If your plan includes one float session per month and membership starts on 20 September, you may use one float between 20 and 30 September. The allowance resets on 1 October even though payment does not renew until 20 October. Each allowance must be used while membership is active and expires at the end of that Calendar Month if unused.

### Cooling-off cancellation wording

You may cancel during an applicable statutory cooling-off period using this wording or any other clear statement: "I give notice that I cancel my SOULcare membership. Name: [name]. Email used for purchase: [email]. Purchase date: [date]."