



Company Information

Registered Name: LAUNEX LTD

Registered Office: 71 – 75 Shelton Street, Covent Garden, London, WC2H 9JQ

Company Registration Number: 16683778

Registered in: England and Wales

LAUNEX LTD TERMS OF BUSINESS

1. Introduction

These Terms of Business govern the relationship between LAUNEX LTD, referred to as "Launex," a company registered in England and Wales, and any individual or entity that enters into a contract with Launex for the purchase of "Products and/or Services", referred to as the "Client." By engaging with our Products and Services, the Client agrees to be bound by these Terms of Business. This document applies to all current Products and Services, as well as any future Products or Services offered by Launex.

2. Changes to Terms

We reserve the right, at our discretion, to modify, add, or remove any or all of these terms and conditions at any time, and each such change shall be effective immediately upon posting.

Please check these terms and conditions periodically for changes. Your continued use of Launex, its website, and purchase of products or services on the Launex website, following the posting of changes to these terms and conditions, will mean you accept those changes. Please check the terms before every purchase. If the revised terms apply to any existing provision of products or services, we will notify you of the changes in writing.

These Terms and the Privacy Policy constitute the entire agreement between you and us and supersede all previous agreements, promises, assurances, warranties, representations, and understandings between us, whether written or oral, relating to its subject matter.

3. Definitions

- **LAUNEX LTD:** Referred to as "Launex," "we," or "us," is a company registered in England and Wales that provides various Products and Services to Clients.
- **Client:** Referred to as "Client" or "you," is any individual or entity that enters into a contract with Launex for the purchase of Products and/or Services.

- **Consumer:** A Consumer is defined as an individual who purchases Products and/or Services for purposes that are wholly or mainly outside of their trade, business, craft, or profession. This means that the purchase is made for personal use rather than for commercial purposes.
- **Business Client:** A Business Client refers to any individual or entity that purchases Products and/or Services for business purposes, including Sole Traders and Corporates.
- **Sole Trader:** A Sole Trader is an individual who runs their own business and is personally responsible for its debts. If you are purchasing Products and/or Services as a Sole Trader, you are considered a Business Client.
- **Corporate:** A Corporate refers to a registered company or corporation, such as a limited company (Ltd). If you are purchasing Products and/or Services on behalf of a Corporate entity, you are also considered a Business Client.
- **Products:** Refers to any goods or services offered by Launex, including Courses, Training, Coaching, Digital Products, and Memberships.
- **Email Confirmation:** The email sent to you after successful payment. This email confirms that we have received your order, that your payment has been accepted, and that your purchased Product or Service has been added to your Customer Account.
- **Access Confirmation:** The confirmation displayed on-screen after checkout which confirms that your account is active and that you are now able to access your Product or Service while logged in. This confirmation constitutes acceptance of your order and formation of the Contract between you and us.
- **Customer Account:** The secure online account created for you at the point of successful payment. Your purchased Products and Services are delivered through this account and remain accessible while you are logged in.
- **Access to Digital Content:** Access to digital Products and Services is provided via your Customer Account and is activated immediately following successful payment. Delivery is considered to have occurred once on-screen Account Access Confirmation is displayed.
- **Calendar Booking:** Refers to the process whereby a Client selects and reserves an available date or time slot for a session, meeting, training event, or coaching appointment using Launex's online booking calendar or scheduling system.
- **Courses:** These are structured educational programs that Clients can purchase and access.
- **Memberships:** These provide access to exclusive content or benefits and can be considered a Product.
- **Services:** Refers to the various forms of assistance provided by Launex, including Coaching and Training.
- **Coaching:** This is a service where we provide guidance and support to Clients, either individually or in groups.
- **Training:** This is our service that involves teaching or instructing Clients, which may or may not be linked to specific Products.

- **Participant:** Refers to any individual or entity that purchases or engages with any of our Products or Services, including Consumers, Sole Traders, and Corporates.
- **Member:** A Member is an individual or entity that has subscribed to or joined Launex's membership program.
- **Coaching / Coaching Sessions:** Refers to optional or additional sessions offered to Participants to support their individual or group journeys, which may be delivered online or in-person.
- **Training / Training Sessions:** Refers to the structured educational sessions provided as a Service or as part of any Course, which may be delivered online or in-person.
- **Self-Study Option:** Refers to the Course format that allows Participants to learn at their own pace without scheduled training sessions.
- **In-Person Training / Coaching:** Refers to training or coaching sessions conducted at the Participant's premises or another agreed location.
- **Online:** Refers to any Products or Services that are delivered or accessed via the internet. This includes, but is not limited to, Courses, Coaching Sessions, and Training Sessions that are conducted through online platforms or websites.
- **Digital Product:** A Digital Product is any product that is delivered in a digital format, which may include downloadable content, e-books, online courses or training, or any other electronic materials that can be accessed or consumed electronically.

4. Your Status:

By placing an order through Launex, you warrant and confirm that:

- You are legally capable of entering into binding contracts;
- You are at least 18 years old.

5. Scope of Services

5.1 Overview of Services

Launex offers a range of coaching, training, educational programmes and memberships, designed to support individuals and businesses in various sectors. Our courses, training and coaching are available in multiple formats, including online, in-person, self-study, and supported training sessions. Memberships are available in various tiers as online support structures to individuals and specific groups in the care sector.

5.2 Courses and Programs

- **Family Pathway Courses:** Structured learning programmes designed for spouses, relatives, and families supporting a person living with dementia. These courses focus on awareness-building, understanding, and confidence-building in navigating the dementia journey.
- **Personal Development Courses:** These courses focus on self-discovery and personal growth, helping participants explore what matters to them in life and how to achieve their goals.

5.3 Training

Launex provides structured professional training for individuals and organisations working in, or connected to, dementia care and related practice environments. Training is skills-focused and practice-based, and may be delivered online or in-person, most commonly as part of the Launex Dementia Care Specialist (LDCS) Pathway or other professional development programmes.

5.4 Coaching

Launex offers coaching services aimed at providing personalised support to individuals or groups. Coaching sessions are designed to

- support individuals and families in their emotional wellbeing throughout the dementia journey.
- assist participants identify their goals, overcome challenges, and develop actionable strategies for personal success.
- support professionals and Dementia Care Specialists (DCS) through structured, role-focused coaching that strengthens reflective practice, ethical decision-making, and person-led care approaches within professional settings.

Coaching may be conducted as one-on-one sessions or in group formats and can be delivered online or in-person. Optional coaching sessions are available for purchase separately to complement the training programmes and provide additional support tailored to individual needs.

5.5 Membership

Launex offers a Launex Coaching paid membership, designed to provide our clients with opportunity to discounts to coaching services and access to exclusive resources. Our free, Launex Dementia Care Support, multi-tier membership has been developed to open communication, and share knowledge and strategies, experiences and approaches between colleagues in the dementia care sector.

6. Quality Assurance and Professional Standards

Launex™ develops all dementia care education, coaching, and training services in alignment with internationally recognised health, care, and professional coaching frameworks. Our courses and training programmes are informed by evidence-based research, lived-experience insight, and current professional guidance to ensure relevance, accuracy, and real-world applicability.

The Dementia Care & Understanding Course — *A Family Pathway* — and all Launex™ training content are guided by the principles and best-practice standards of the following organisations and frameworks:

- World Health Organization (WHO) — Global Action Plan on the Public Health Response to Dementia 2017–2025.
- National Health Service (NHS) England — Dementia Well Pathway and Long-Term Plan.
- National Institute for Health and Care Excellence (NICE) — Dementia: Assessment, Management and Support (QS1 / NG97).

- Care Quality Commission (CQC) — Fundamental Standards of Care and Key Lines of Enquiry.
- International Classification of Functioning, Disability and Health (ICF) — Functional, behavioural, and environmental framework for understanding wellbeing and daily functioning.
- International Coaching Federation (ICF) — Core Competencies and Code of Ethics for professional coaching practice.

While our courses and training programmes are not currently externally accredited, they are structured to reflect the principles, ethical expectations, and good-practice standards of these frameworks. Launex™ conducts ongoing review, refinement, and continuous improvement of all educational and coaching materials to ensure they remain:

- relevant
- evidence-informed
- person-centred
- practical and applicable in real-life care environments.

This approach supports safer, more confident decision-making for families and strengthens reflective, compassionate practice among professionals engaging in Launex™ programmes and training.

Confidentiality Clause

Confidentiality:

1. All personal, private, and health-related information shared by participants during Launex™ courses, coaching sessions, training, or membership group discussions will be treated as confidential. This includes (but is not limited to) information relating to your health, wellbeing, family circumstances, lived experience, or any other sensitive information you voluntarily disclose during your participation.
2. Launex™ will not disclose any personal or health-related information to third parties without your explicit consent, unless disclosure is required by law, safeguarding obligations, or where there is a risk of harm to yourself or to others.
3. Participants are required to respect and maintain the confidentiality of all personal information shared by other participants in courses, group coaching, training, or membership discussions. This obligation applies to all forms of communication (verbal, written, and electronic)
4. While Launex™ actively promotes a confidential environment, we cannot guarantee the conduct of other participants and are not responsible for confidentiality breaches made by third-party attendees in group settings.
5. Any serious breach of confidentiality, misuse of shared information, or behaviour that places others at risk may result in immediate removal from the course, programme, coaching, or membership at the discretion of Launex™. Refunds will not

be issued in circumstances where removal is linked to participant misconduct or safeguarding concerns.

6. By participating in a Launex™ course, training programme, coaching session, or membership group, you acknowledge and agree to adhere to these confidentiality responsibilities.

7. Payment Terms

7.1 Courses and Programs

Course Fees

All fees for Launex™ courses and programmes are clearly displayed on the Launex website at www.launexltd.com and/or booking platform at the time of purchase.

- 7.1.1** Payment for all Courses and Programmes must be made in full at the point of purchase.
- 7.1.2** Access to digital content, training sessions, coaching, or programme materials will only be granted once full payment has been successfully received.
- 7.1.3 Client Responsibility:**
Before completing a purchase, clients are responsible for ensuring they understand the full course or programme cost displayed at checkout.

Payment Processing Fees

Our prices cover the cost of Launex™ products and services only. Any fees or charges applied by third-party payment providers (for example Stripe, PayPal, Eventbrite, or your bank/card issuer, including currency conversion or international transaction fees) are separate and remain your responsibility. These charges are not included in our advertised prices and are not set or controlled by LAUNEX LTD.

By enrolling in a Course or Programme, clients agree to these Terms of Business.

We may change our prices at any time; however, this will not affect the prices for confirmed orders. Participants are responsible for ensuring they are aware of the total cost before enrolling. By enrolling in the course, participants agree to abide by the Terms and Conditions.

7.2 Training

Where Training is included as part of a Launex™ Course or Programme, it is provided as a component of that Course and is not invoiced separately.

Participants acknowledge that:

- Training delivered as part of a Course forms part of the overall Programme structure, and
- non-attendance at a Training session does not reduce or alter the Course fee payable.

7.2.2 Professional / Corporate Training Delivered Under Quotation

Where Training is provided to organisations, companies, care providers, or professional teams under a formal quotation or proposal:

- the full Training fee stated in the accepted quotation is payable in full prior to service delivery; and
- Training dates will only be confirmed once payment has been received in cleared funds.

By accepting a quotation, the Client confirms that they:

- agree to the quoted fee and scope of delivery;
- are responsible for ensuring payment is processed within the timeframe stated on the invoice; and
- understand that late or delayed payment may result in the postponement of scheduled Training.

Where participant numbers change after acceptance of the quotation, any revised fee will be communicated and must be paid in full prior to delivery.

Payment Processing Fees

Our prices cover the cost of Launex™ products and services only. Any fees or charges applied by third-party payment providers (for example Stripe, PayPal, Eventbrite, or your bank/card issuer, including currency conversion or international transaction fees) are separate and remain your responsibility. These charges are not included in our advertised prices and are not set or controlled by LAUNEX LTD.

Training prices are stipulated on the Launex website at <https://www.launexltd.com>.

7.3 Coaching

Coaching Fees

Coaching may be delivered online or in person. Where coaching is delivered in person, a standard Travel & Accommodation Fee applies per on-site coach, as published on the Launex website at <https://www.launexltd.com>.

7.3.1 Launex™ Coaching One-to-One

- Payable in full at time of purchase
- Travel & Accommodation Fee applies for in-person delivery

7.3.2 Launex™ Coaching Group — Group of 4 Participants:

- Payable in full at time of purchase
- Fixed group size: 4 participants
- May be delivered online or in-person
- Travel & Accommodation Fee applies for in-person delivery

7.3.3 Launex™ Coaching Group — Larger Groups (Per-Person Pricing):

- Payable in full at time of purchase
- Coaching Group — Single Session (per person)
- Coaching Group — Block Sessions (per person)
- Travel & Accommodation Fee applies for in-person delivery

7.3.4 Launex™ Coaching Professional (Corporate Coaching):

Payment terms:

- Quoted programmes must be accepted in writing
- The full quoted amount is payable prior to service delivery
- Travel & Accommodation Fee applies per on-site coach

- Professional — Single Group Session (per person quoted)
- Professional — Group Block Programmes (per person quoted)
- Professional — Coaching Package (quoted)
- Professional — Team Development Day (quoted)

We may change our prices at any time; however, this will not affect the prices for confirmed orders. Participants are responsible for ensuring they are aware of the total cost before enrolling.

Payment Processing Fees

Our prices cover the cost of Launex™ products and services only. Any fees or charges applied by third-party payment providers (for example Stripe, PayPal, Eventbrite, or your bank/card issuer, including currency conversion or international transaction fees) are separate and remain your responsibility. These charges are not included in our advertised prices and are not set or controlled by LAUNEX LTD.

7.4 Membership

Membership Fees

The Launex Coaching Membership fee is charged upfront as a non-refundable price as the access to reduced prices and other exclusive offers constitutes the value of your membership. Payments will be automatically renewed unless cancelled in accordance with the cancellation policy outlined in the Membership Terms and Conditions.

Payment Processing Fees

Our prices cover the cost of Launex™ products and services only. Any fees or charges applied by third-party payment providers (for example Stripe, PayPal, Eventbrite, or your bank/card issuer, including currency conversion or international transaction fees) are separate and remain your responsibility. These charges are not included in our advertised prices and are not set or controlled by LAUNEX LTD.

Free Membership

The Launex Dementia Care Support Membership is a free Membership and would therefore not amount to any cost to you.

7.5 VAT

Launex is not VAT registered. All fees are exclusive of VAT unless otherwise stated. Should this change and we become VAT registered, clients will be notified on our website, and VAT will then apply to future orders. This change will not affect orders that have already been paid for prior to the VAT registration.

8. Payments

Payments for Launex™ products and services are processed through approved third-party payment providers. Launex™ does not process payments directly and does not store card or banking information.

Payments can be made using the following methods via our secure online checkout:

8.1 Online Purchases (Courses, Coaching, Memberships, Digital Products):

All website purchases must be paid in full at the time of checkout using one of the following methods:

- **Stripe** (card payments processed via Stripe)
- **PayPal**

Where card payments are used, these are processed within Stripe or PayPal and are subject to the terms, security controls, and fees applied by those providers.

Payment Processing Fees

Our prices cover the cost of Launex™ products and services only. Any fees or charges applied by Stripe, PayPal, banks, card issuers, currency conversion, or international transaction costs remain the responsibility of the purchaser and are **not included** in our advertised prices.

Orders are confirmed only once successful payment has been received.

8.2 Corporate / Professional Training & Quotation-Based Services:

For organisation-based services (including Professional Coaching, Group Programmes, Training Days, and any services delivered under quotation):

- A written quotation will be provided.
- corporates may pay via Stripe / PayPal through the shop, OR
- where a bespoke quotation is issued, bank transfer may be used instead
- Bank details will be supplied on the quotation / invoice.
- The full quoted amount must be paid in full prior to service delivery.
- Delivery dates will only be confirmed once cleared payment has been received.

Any third-party payment processing fees applied by Stripe, PayPal, banks, or card providers remain the responsibility of the purchaser and are not included in the advertised price.

9. Payment Processing Costs

As we utilise outsourced payment processing services (including Stripe, PayPal, and Eventbrite), any fees, charges, or costs applied by these providers are **not included in the prices advertised by Launex™**.

You are responsible for any third-party processing fees, card handling charges, bank transfer fees, international payment fees, or currency conversion costs that may be applied by your chosen payment provider.

These fees are retained by the payment processing service and are **not refundable by Launex™** under any circumstances, including where:

- an order is cancelled, or
- a refund is issued on the product or service price.

Only the Launex™ product or service amount (excluding payment processing fees) is eligible for any applicable refund.

10. Late Payments

- 10.1** If payment is not received by the due date, access to the Services may be restricted until payment is made. A late fee of £25 may apply. If you do not make any payment due to us by the due date for payment, we may charge interest on the overdue amount at the rate of 8% a year above the base lending rate of Barclays Bank UK from time to time. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You must pay us interest together with any overdue amount.
- 10.2** If an initial payment is rejected, Stripe or PayPal will automatically attempt to process the payment again. If the payment remains unpaid after the second attempt, the late payment fee of £25 will be applied and we will invoice you separately for this amount.

11. Order Confirmation and Access

These Terms will become binding on you and us, and a Contract will come into effect between you and us only upon our written acceptance of the order issued to you by email (the "Order Acceptance & Access Confirmation Email") or when we contact you to inform you that we are able to provide the services or products to you. We are not bound by the order unless we accept it in writing.

If there is any conflict between these Terms and any term of the order, the order will take priority.

12. How the Contract is Formed Between You and Us:

When you place an order and your payment is successfully processed, you will receive an email confirming that your order has been accepted and that your digital items or course access are now available in your Launex account (the "**Order Acceptance & Access Confirmation Email**").

The contract between us (the "Contract") will only be formed when we send you the **Order Acceptance & Access Confirmation Email**.

Your order will be fulfilled automatically upon your receipt of the **Order Acceptance & Access Confirmation Email**. However, if our automated systems do not work immediately, please contact support@launexltd.com to inform us that the Product or Service has not been made available for access or download. As our systems are automated, we shall not be liable for any delay in access to or download of any Product or Service.

The Contract will relate only to those Products or Services we have confirmed in the **Order Acceptance & Access Confirmation Email**. We will not be obliged to supply any other Product or Service that may have been part of your order until the access or download of such Product or Service has been confirmed in a separate **Order Acceptance & Access Confirmation Email**.

13. Account Access

When you purchase a Product or Service, you will be asked to create a Launex online account or log into an existing account. Once your payment has been successfully processed, your Launex account will automatically provide access to the digital content and/or course(s) you have purchased on the Launex website.

By logging into your Launex account and accessing this digital content, you automatically consent and agree that we may begin the supply of digital content, and you acknowledge that you will lose your cancellation rights in relation to such digital content.

14. Availability and Technical Protection

Any digital materials included as part of the courses, trainings, or coaching require the following hardware and software and other functional requirements in order to be fully used:

- A computer, tablet, or smartphone with a stable internet connection (minimum speed of 2 Mbps recommended for live sessions).
- An up-to-date web browser (such as Google Chrome, Microsoft Edge, Safari, or Firefox).
- The ability to open and view PDF files (for example, through Adobe Acrobat Reader or an equivalent application).
- Access to the Zoom application or web platform for participating in live training, coaching, or community sessions.
- Audio capability (microphone and speakers/headphones) and, where applicable, a webcam for interactive sessions.
- Access to a valid email address for receipt of login details, and confirmation messages.

Any digital materials included in the courses, trainings, and coaching have the following technical protection measures:

- Access to all digital materials is controlled through individual Launex user accounts and authenticated login credentials..
- Downloadable files are provided in read-only PDF format and may include visible or embedded watermarks to prevent unauthorised copying or distribution.
- All course and coaching materials are provided for personal use only and must not be shared, reproduced, or redistributed in any format.
- Login credentials, account access, and course permissions are non-transferable and must not be shared with any other person, organisation, or third party.
- Online modules are hosted on a secure platform accessible only to verified users.
- All transmissions occur over encrypted (HTTPS) connections.

15. Delivery Method

Courses, Training, Coaching Sessions and Support Group Membership Sessions will be delivered through one or more of the following methods, depending on the Product or Service purchased:

- Online delivery via Zoom for live training, coaching, group sessions and support group sessions.

- In-person delivery at the organisation's premises (or another agreed venue) where this has been specified in the booking, quotation, or programme description.
- Digital course and self-study materials provided through the learner's Launex online account, where they will be available for access and download (where applicable).

Where a Product or Service includes live sessions, the delivery format (online or in-person), number of sessions, duration, and participation requirements will be stated clearly in the programme or product description prior to purchase.

16. Additional Support

Participants have the option to purchase coaching sessions to support their individual journeys.

17. Membership Terms and Conditions

17.1.1 Membership Overview

Launex offers multi-tier memberships. Designed to provide our clients with discounts to coaching products and services, access to resources, and a platform to engage with a care community. This section outlines the terms and conditions applicable to our membership. By becoming a member, you agree to abide by the Membership Terms and Conditions, which are available at <https://launexltd.com/launex-coaching-membership/>. It is important that you read and understand these terms before joining.

17.1.2 Ongoing Access

Where your invoice includes ongoing access to specific coaching products (for the period stated on the invoice), your access shall expire (and the Contract shall terminate) on the date falling on the expiry of such stated period. If you wish to continue to have access to the coaching discount structures, you must maintain your membership in the manner advised as in Section on and on our website <https://www.launexltd.com>.

17.2 Launex Coaching Membership: (Paid Membership)

The Launex Coaching Membership provides members with preferential booking opportunity and rates on individual, group and block coaching sessions. From time to time, members may also receive access to optional self-help tools or articles relevant to personal development. The membership does not include coaching sessions but provides access to reduced rates for coaching products.

17.2.1 Membership Benefits

As a member, you will have access to benefits designed to support your self-development, emotional wellbeing support and structuring personal goal setting. These include:

- Discounted rates on coaching sessions.
- Booking preference.

- A library of downloadable templates and resources to various self-development articles and tools.
- Regular updates on relevant best-practices and developments across the coaching and personal-growth sectors.
- Ongoing insights and updates on medical research, wellness, and evidence-based practice relevant to support and self-development.

17.3 The Launex Dementia Care Support Membership (Free Membership)

The purpose of this Membership is to provide ongoing opportunities for members to connect, share experiences, and receive facilitated discussion and peer support related to dementia care. The membership is structured into four levels, each designed to reflect the member's role and experience in the dementia-care journey. Delivered online on a two-weekly basis, via Zoom by Launex

17.3.1 Launex Dementia Care Support – Family

This tier is designed for individuals living with dementia and their family members. A supportive space for individuals living with dementia and their family members. Sessions provide a brief topic introduction followed by open conversation, allowing families to share experiences, ask questions, and learn from one another at different stages of the journey. This forum focuses on emotional connection, understanding, and reassurance.

17.3.2 Launex Dementia Care Support – Independent Carers

This tier is designed for private, self-employed carers working independently in home or community settings. Meetings include a short discussion topic and an open exchange of experiences, practical challenges, and coping approaches. The aim is to promote shared learning and mutual encouragement within the independent-care community.

17.3.3 Launex Dementia Care Support – Professional Carers

This tier is designed for carers employed in structured environments such as care homes or agencies. Meetings include a short discussion topic and an open dialogue centred on teamwork, communication, and care delivery within regulated settings.

17.3.4 Launex Dementia Care Support – Team Leaders and Management

This tier is aimed at care managers, supervisors, and coordinators responsible for overseeing dementia care delivery. Conversations include a short discussion topic and an open dialogue on topics such as leadership challenges, staff wellbeing, and strategies for maintaining person-centred, and care standards within care organisations.

17.4 Membership Benefits

As a member, you will have access to benefits designed to support your continued learning and professional or personal development. These include:

- Updates on relevant legal, regulatory, and best-practice developments across the dementia care industry.

- Ongoing insights and updates on medical research, wellness, and evidence-based practice relevant to dementia focused courses.
- Specific benefits, meeting schedules, or update cycles may vary between membership programs depending on the membership type.

19. Cancellation and Refund Policy

19.1 Purchasing as a Consumer:

If you are purchasing Launex Products and/or Services as a consumer (as defined in the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 – namely, you are buying the product as an individual acting for purposes which are wholly or mainly outside of your trade, business, craft, or profession), the following shall apply:

19.1.1 You have the right to cancel this agreement within 14 days of the date of this agreement by emailing us at accounts@launexltd.com or by using the form of cancellation available on our website. For all other products and services email info@launexltd.com or by using the form of cancellation <https://launexltd.com/launex-product-or-service-cancellation-form/> annexed to this agreement at Annex 1. To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired. If you cancel this agreement, we will reimburse to you all payments received from you in relation to the agreement within 14 days after the date on which we were informed about your decision to cancel this Contract.

19.1.2 Notwithstanding paragraph 19.1.1 above, you agree that we may begin the supply of digital content not on a tangible medium before the end of the cancellation period set out in paragraph 19.1.1 above, and you acknowledge that you will lose your cancellation rights in relation to such digital content.

19.1.3 In relation to the provision of any additional services under this Contract:

19.1.4 You hereby request immediate performance of the Contract and acknowledge that you will lose your right of withdrawal from the Contract once the service contract is fully performed.

19.2 If you cancel the Contract before the services have been fully performed, you agree that you will pay for the supply of the services for the period for which they are supplied. The amount payable will be in proportion to what has been supplied, in comparison with the full coverage of the Contract.

19.2.1 We will usually refund any money received from you using the same method originally used by you to pay for your purchase.

19.2.2 Non-Refundable Payments: Please note that any payments made for services that have been fully delivered or accessed prior to cancellation are non-refundable.

- 19.2.3** As you are able to download, make use of, and copy the course or training immediately, we will not offer refunds on online Products.

19.3 Online Courses.

Course Options:

- 19.3.1 Access and Cancellation:** Upon purchasing the course option, you will gain immediate access to the course materials, you acknowledge that you are waiving your right to cancel under the 14-day cooling-off period once you access the materials.

As you are able to download, make use of, and copy the online course or training immediately, these courses are non-refundable.

19.4 Purchasing as a Business:

- 19.4.1** For Business Clients, cancellation requests must be made in writing to accounts@launexltd.com and received by Launex at least 14 days prior to the scheduled start date of the course, training, or coaching sessions. If a cancellation request is received within this notice period, the client will be liable for 50% of the total course, training or coaching fee as a cancellation fee.

- 19.4.2** Once payment has been made, Business Clients are not entitled to a refund for any online products, training, or coaching sessions unless the service has not been delivered as agreed.

- 19.4.3** If a course (other than being made redundant) or coaching session is cancelled by Launex, clients will have the option to reschedule at no additional cost or receive a full refund for that session.

19.5 Membership Cancellation

19.5.1 Cancellation and Termination

Members may cancel their membership at any time by following the cancellation process outlined in the Membership Terms and Conditions, or complete the membership cancellation request form at <https://launexltd.com/form/membership-cancellation-request/> or in writing to accounts@launexltd.com. Upon cancellation, access to membership benefits will continue until the end of the current billing period and your automatic renewal will be cancelled.

19.5.2 Non-Refundable Service

If you choose to cancel your membership, please be aware that all payments made are non-refundable. This policy is in place because membership grants you access to exclusive benefits, including reduced prices on other services. By becoming a member, you receive immediate value through these discounts, which is why refunds cannot be issued upon cancellation.

19.5.3 Unused Services

If you cancel your membership and have not utilised any of the services or benefits associated with your membership, you will still not be entitled to a refund, as the access to reduced prices and other exclusive offers constitutes the value of your membership.

19.6 Refund Policy for Payment Error

19.6.1 Error Notification : If a payment is processed in error, you must notify us immediately at accounts@launexltd.com or support@launexltd.com or via the contact form on our website <https://www.launexltd.com/contact>. In cases where an incorrect or duplicate payment has occurred, we will issue a full or partial refund as appropriate through the same payment method used for the original transaction. Both you and Launex will receive automatic email notifications confirming the payment and refund transactions.

19.6.2 Refund Processing Times: Refunds made via Stripe are returned directly to your card or bank account and may take up to ten (10) business days to appear, depending on your bank. Refunds made via PayPal are usually completed within one (1) business day and returned to your PayPal balance or linked account.

19.6.3 Refund of Payment Processing Cost

Refunds are processed on a *purchase-price-minus-processing-fees* basis.

Please note that third-party payment processing fees (including Stripe, PayPal, Eventbrite or other external processors) are non-refundable and are retained by the payment processing service.

Where a refund is approved, the refunded amount will exclude these fees and will reflect the product purchase price only.

19.6.4 Refund Records: All refunds are recorded automatically in our system and reflected in your invoice records. Please note that Stripe or PayPal processing fees are non-refundable to Launex and may be deducted from the refund amount where applicable.

19.6.5 Access & Service Revocation on Refund: Where a refund is approved, any associated access rights, download links, membership benefits, course access, booking entitlements or session credits relating to the refunded product will be revoked.

Before processing a refund, Launex will verify whether any materials have been accessed, downloaded, used, or whether any coaching sessions, events, or services have already been attended or delivered.

19.6.6 Conditions for Refund Denial: If the User Account has been used, whether by error or intent, a refund will not be issued. By using the User Account, you acknowledge that you forfeit your right to a refund for any content accessed or downloaded.

20. Non-Attendance

In the event that a client fails to attend a scheduled course or coaching session without providing prior notice of 7 working days', no refund will be issued, and the client will remain liable for the full fee.

21. Rescheduling

21.1 Consumers may request to reschedule an in-person coaching session, provided that the request is made at least 7 days prior to the scheduled date. Rescheduling requests are subject to availability.

21.2 Consumers may request to reschedule an online coaching session or online family coaching session, provided that the request is made at least 72 hours prior to the scheduled date. Rescheduling requests are subject to availability.

21.3 Business clients may request to reschedule a course training session or group coaching session, provided that the request is made at least 7 days in advance of the scheduled date. Rescheduling requests are also subject to availability.

21.4 Business clients may request to reschedule a One-to-One online coaching session, provided that the request is made at least 72 hours prior to the scheduled date. Rescheduling requests are subject to availability.

22. Title and Intellectual Property

You will only be entitled to use the Courses or Training materials when we receive full payment of all sums due in respect of the Courses or training.

As between us and you, all Intellectual Property Rights and all other rights in any Courses, Training and Coaching materials shall be owned by Launex. We license all such rights to you on a non-exclusive basis only to such extent as is necessary to enable you to make reasonable use of the Courses, Training and Coaching materials. You will only use Courses, Training and Coaching materials for your personal use, and you may not sell, publish, or distribute such documents or use them in whole or in part to create another document.

We shall enforce our Intellectual Property Rights in the Courses, Training and Coaching materials to the fullest extent possible by law, and distributing (whether for payment or otherwise), publishing, selling, or disclosing a Course or Training material is strictly prohibited.

You may not, without our prior written consent, make any audio or visual recordings of any part of the courses, trainings, or coaching sessions.

The materials we deliver as part of the Courses, Training or Coaching do not in any way constitute medical, financial, or legal advice or recommendations. We are providing training and guidance only. We are not able to advise you on your individual circumstances and shall not be liable for any reliance placed by you on the materials within the course.

We will endeavour to ensure that all information that we provide within the courses and trainings is accurate and up-to-date, but we shall not be liable for any claims arising from such information being inaccurate or not up-to-date or otherwise.

23. Data Protection and Privacy Policy

23.1 Introduction

At Launex, we are committed to protecting your privacy and ensuring that your personal data is handled in accordance with applicable data protection laws. This section outlines how we collect, use, and protect your personal information.

23.2 Reference to the Privacy Policy

For detailed information on how we process your personal data, please refer to our Privacy Policy, which is available at <https://www.launexltd.com/privacy-policy>. By using our services, you acknowledge that you have read and understood our Privacy Policy.

23.3 Data Collection and Use

We may collect personal data such as your name, contact information, and payment details for the purpose of providing our services, processing payments, and communicating with you. Our legal basis for processing your data includes your consent and the necessity of processing for the performance of a contract.

23.4 Client Rights

You have the right to request access to your personal data, request corrections, and request the deletion of your data in certain circumstances. For more information on your rights, please see our Privacy Policy.

23.5 Changes to the Privacy Policy

We may update our Privacy Policy from time to time. Any changes will be communicated to you via email or through our website. Please review our Privacy Policy periodically for any updates.

23.6 Data Protection and Special Category Data

Launex is committed to protecting your personal data and will process it in accordance with the UK GDPR and the Data Protection Act 2018.

We will only process special category data, including health data, with your explicit consent or where there is another lawful basis for processing under the UK GDPR. You have the right to withdraw your consent at any time, and we will inform you of the implications of such withdrawal.

We will implement appropriate technical and organisational measures to protect your personal data against unauthorised or unlawful processing and against accidental loss, destruction, or damage.

24. Cookie Policy

24.1 Our website uses cookies to enhance your experience and to provide certain functionalities. This section outlines our use of cookies and how you can manage your cookie preferences.

- 24.2** For detailed information on the types of cookies we use, their purposes, and how you can manage your cookie preferences, please refer to our Cookie Policy, which is available at <https://launexltd.com/cookie-policy> . By using our website, you consent to our use of cookies in accordance with our Cookie Policy.
- 24.3** We use the following types of cookies on our website:
- 24.3.1 Essential Functional Cookies:** These cookies are necessary for the website to function and cannot be switched off in our systems.
 - 24.3.2 Security and Performance Cookies:** These cookies help us ensure the security and performance of our website.
 - 24.3.3 Analytics Cookies (Google Analytics 4):** These cookies allow us to collect information about how visitors use our website, helping us to improve its functionality.
 - 24.3.4 Payment and Website Payment Portal Cookies:**

These cookies are used to facilitate the payment process and ensure a smooth experience when using our website payment portal. They help to remember your selections and preferences during the payment process, making it easier for you to complete your purchase.
 - 24.3.5 Consent Management Cookies:** These cookies help us manage user consent for cookie usage.
 - 24.3.6 Communication and Meeting Cookies (Zoom Integration):** These cookies are used for communication and meeting functionalities integrated into our website.
 - 24.3.7 Membership and Learning Platform Cookies:** These cookies support the functionality of our membership and learning platform.
 - 24.3.8 Booking and Scheduling Cookies:** These cookies are used to manage bookings and scheduling through our website.
 - 24.3.9 YouTube Cookies (Embedded Videos):** These cookies are used when you view embedded videos from YouTube.
 - 24.3.10 Marketing and Remarketing Cookies (Google & Meta):** These cookies are used for marketing and remarketing purposes to deliver relevant advertisements to users.

25. Liability and Disclaimers

25.1 Limitation of Liability

To the fullest extent permitted by law, Launex's liability for any claim arising out of or in connection with the provision of services, whether in contract, tort (including negligence), or otherwise, shall be limited to the total amount paid by the client for the specific course, training, or coaching package.

25.2 Exclusion of Consequential Losses

Launex shall not be liable for any indirect, special, or consequential losses, including but not limited to loss of profits, loss of business, loss of data, or any other losses arising from the use of or inability to use the services provided.

25.3 Non-Excludable Liability

Nothing in this clause shall limit or exclude Launex's liability for death or personal injury caused by negligence, fraud, or any other liability that cannot be excluded by law.

25.4 Medical Disclaimer

The services provided by Launex are not intended to replace professional medical advice, diagnosis, or treatment. Clients should always seek the advice of their physician or other qualified health provider with any questions they may have regarding a medical condition. Launex shall not be liable for any decisions made based on the information provided during the courses or coaching sessions.

25.5 Legal Disclaimer

The information and services provided by Launex do not constitute legal advice and are for informational purposes only. Clients should consult with a qualified legal professional for advice regarding their specific legal situation. Launex shall not be liable for any actions taken based on the information provided.

25.6 Financial Disclaimer

The services provided by Launex do not constitute financial advice. Clients should seek the advice of a qualified financial advisor before making any financial decisions. Launex shall not be liable for any financial losses incurred as a result of reliance on the information provided.

25.7 Client Responsibilities

Clients acknowledge that they are responsible for their own decisions and actions based on the information and services provided by Launex. The company shall not be liable for any outcomes resulting from the client's reliance on the services or information provided.

26. Liability for On-Site Training or Coaching

26.1 Liability for Personal Injury

LAUNEX LTD shall not be liable for any personal injury sustained by participants during training or coaching sessions conducted at a business premises or a client's home, except where such injury is caused by the negligence of Launex or its employees.

26.2 Liability for Property Damage

Launex shall not be liable for any damage to property belonging to the client or third parties during the course of training or coaching sessions, except where such damage is caused by the negligence of Launex or its employees.

26.3 Client Responsibilities

The client is responsible for ensuring that the training or coaching environment is safe and suitable

for the activities being conducted. Launex shall not be liable for any injuries or damages arising from unsafe conditions at the training or coaching location.

26.4 Indemnity

The client agrees to indemnify and hold Launex harmless from any claims, damages, losses, or expenses arising from any injury to persons or damage to property occurring during the training or coaching sessions at the client's premises, except where such claims arise from the negligence of Launex or its employees.

26.5 Insurance

The client is encouraged to maintain appropriate insurance coverage for any risks associated with hosting training or coaching sessions at their premises. Launex shall not be responsible for any claims that may arise from the client's failure to maintain such insurance.

27. Written Communications

You agree that our communication with you will be mainly electronic and via email. We may also provide you with information by posting notices on our website. You agree that all contracts, notices, information, and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.

28. Notices

All notices given by you to us must be given to Launex by email at support@launexltd.com, or at 71 – 75 Shelton Street, Covent Garden, London, WC2H 9JQ. We may give notice to you at the email address you provide to us when placing an order. Notice will be deemed received and properly served 24 hours after an email is sent, or three days after the date of posting of any letter. In proving the service of any notice, it will be sufficient to prove, in the case of a letter, that such letter was properly addressed, stamped, and placed in the post, and, in the case of an email, that such email was sent to the specified email address of the addressee.

29. Transfer of Rights and Obligations

You may not transfer, assign, or otherwise dispose of a Contract, or any of your rights or obligations arising under it, without our prior written consent. We may transfer, assign, charge, sub-contract, or otherwise dispose of a Contract, or any of our rights or obligations arising under it, at any time during the term of the Contract.

30. Force Majeure

Launex shall not be liable for any failure to perform its obligations under this agreement if such failure results from events beyond its reasonable control or any other event of force majeure. If there is a failure to perform, or delay in performance of any of our obligations under these Terms due to Circumstances Beyond Our Control, we will not be liable for such failure. Circumstances Beyond Our Control include any act or event beyond our reasonable control, including without limitation lock-outs, strikes, or other industrial action by third parties, riots, civil commotion, terrorist attack or threat of terrorist attack, invasion, war (whether declared or not) or threat or preparation for war, explosion, fire, flood, storm, subsidence, epidemic, earthquake, or other natural disaster, or failure of private or public telecommunications and transport networks. If any Circumstances Beyond Our Control affects the performance of our obligations under these Terms:

- You will be notified as soon as reasonably possible;

- The time for performance of our obligations will be extended, and our obligations under these Terms will be suspended for the duration of the Circumstances Beyond Our Control.
- If Circumstances Beyond Our Control occur and continue for more than 30 days and you do not wish us to provide the services, you may cancel the contract. We may cancel the contract if the Circumstances Beyond Our Control continue for more than 30 days.

31. Waiver

If we fail, at any time during the term of a Contract, to insist upon strict performance of any of your obligations under the Contract or any of these terms and conditions, or if we fail to exercise any of the rights or remedies to which we are entitled under the Contract, this shall not constitute a waiver of such rights or remedies and shall not relieve you from compliance with such obligations. A waiver by us of any default shall not constitute a waiver of any subsequent default. No waiver by us of any of these terms and conditions shall be effective unless it is expressly stated to be a waiver and is communicated to you in writing in accordance with the notice provisions above.

32. Severability

If any of these terms and conditions or any provisions of a Contract are determined by any competent authority to be invalid, unlawful, or unenforceable to any extent, such term, condition, or provision will to that extent be severed from the remaining terms, conditions, and provisions which will continue to be valid to the fullest extent permitted by law.

33. Entire Agreement

These terms and conditions, along with any document expressly referred to in them, represent the entire agreement between us concerning the subject matter of any Contract and supersede any prior agreements, understandings, or arrangements between us, whether oral or written.

We each acknowledge that, in entering into a Contract, neither party has relied on any representation, undertaking, or promise given by the other or implied from anything said or written in negotiations prior to such Contract, except as expressly stated in these terms and conditions. Neither party shall have any remedy in respect of any untrue statement made by the other, whether orally or in writing, prior to the date of any Contract (unless such untrue statement was made fraudulently), and the only remedy available shall be for breach of contract as provided in these terms and conditions.

34. Our Right to Vary These Terms and Conditions

We reserve the right to revise and amend these terms and conditions from time to time. You will be subject to the policies and terms and conditions in force at the time you order Courses, training or coaching from us, unless any change to those policies or these terms and conditions is required to be made by law or governmental authority (in which case it will apply to orders previously placed by you), or if we notify you of the change to those policies or these terms and conditions before we send you the Order Confirmation (in which case we will assume that you have accepted the change to the terms and conditions unless you notify us to the contrary within seven working days of receipt of the Order Confirmation).

35. Law and Jurisdiction

Contracts for the purchase of Courses, Training and Coaching through our site and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) will be governed by English law. Any dispute or claim arising out of or

in connection with such Contracts or their formation (including non-contractual disputes or claims) shall be subject to the exclusive jurisdiction of the courts of England and Wales.

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ANNEX 1

MODEL CANCELLATION FORM

To LAUNEX LTD, Registered Office: 71 – 75 Shelton Street, Covent Garden, London, WC2H 9JQ, and email address info@launexltd.com

I/we* hereby give notice that I/we* cancel my/our* contract of sale for the supply of the following services:

.....

Ordered on

Name of consumer

Address of consumer

.....

.....

Signature of consumer

Date

*[delete as appropriate]**