

# Terms & Conditions

These Terms & Conditions apply to all services and products offered by Oliver's Oasis.

1. **Service Description:** Oliver's Oasis offers digital and physical resources, community access, toolkits, webinars, and email content for parents and carers.
2. **Payment & Subscriptions:** Paid services are charged via Stripe or Wix. Subscriptions auto-renew unless cancelled before the renewal date.
3. **Free Trial Period:** From time to time, Oliver's Oasis may offer a free trial period for new members. Unless cancelled before the end of your free trial, your membership will automatically convert into a paid subscription and the applicable fee will be charged on the next billing date. It is your responsibility to cancel your membership before the trial ends if you do not wish to continue. No refunds will be issued for late cancellations once payment has been processed.
4. **Cancellation:** Upon cancellation or expiry of a paid membership, access to all member-only content, including downloadable toolkits and digital resources, will be revoked. Continued use, storage, or distribution of such content after membership ends is strictly prohibited.
5. **Refund Policy:** Refunds are available only in cases where content is faulty or misrepresented. Subscription fees are non-refundable once the next billing period has begun. Annual memberships are offered at a discounted rate to reward long-term commitment and are non-refundable after the 14-day cooling-off period, except where your statutory rights apply. We do not provide partial refunds if you choose to cancel partway through your membership term. If you'd prefer greater flexibility, we recommend selecting our monthly plan instead.
6. **Disclaimers:** The content provided by Oliver's Oasis is for general information and wellbeing support only. It is not intended to be a substitute for professional medical, therapeutic, legal, or educational advice. Always seek the guidance of qualified professionals with any questions you may have regarding your health, your child's care, or any other personal circumstances. Oliver's Oasis does not accept liability for any decisions made based on the information provided.
7. **Liability:** We do our best to ensure content accuracy, but accept no liability for how information is used. Users engage at their own discretion.
8. **GDPR & Data Use:** We comply with UK GDPR. See our Privacy Policy for full details.
9. **Termination:** We reserve the right to suspend or cancel accounts violating policies or guidelines.
10. **Governing Law:** These terms are governed by UK law.
11. **Acceptable Use Policy:** Any violation of this Acceptable Use Policy may result in suspension or termination of your access without notice. You agree not to use the Oliver's Oasis website, app or services:
  - For any unlawful, harmful, or fraudulent purpose
  - To harass, abuse, defame, threaten, or otherwise violate the rights of others
  - To upload or share content that is inappropriate, discriminatory, or offensive
  - To copy, scrape, or download content outside the scope of your membership. Redistribution of content is strictly prohibited at all times

- To impersonate any person or misrepresent your affiliation with any person or organisation
- To interfere with or disrupt the security or integrity of our systems or other users' experience

12. Legal: Oliver's Oasis is operated by Andrew Wilson, a sole trader based in the United Kingdom. Our business correspondence address is: 1 St Mary's Road, Sellindge, Kent TN25 6FT. This address is provided to meet our legal obligations under UK consumer law - visits are not permitted without prior arrangement and we do not operate a physical store front. For general enquiries, please use the contact form on our website and app, the chat function on our app, or email [hello@oliversoasis.co.uk](mailto:hello@oliversoasis.co.uk).

13. Oliver's Oasis is designed for adults aged 18 and over. By registering, you confirm that you are at least 18 years old. We do not knowingly collect or store personal information from anyone under 18.

14. Cooling Off Period: In line with the UK Consumer Contracts Regulations, you have the right to cancel your purchase within 14 days of signing up and receive a full refund — provided that you have not yet accessed any part of the service. Access includes, but is not limited to, the following:

- Creating an account and logging in
- Joining or viewing community spaces
- Downloading resources (such as checklists, toolkits, templates, or guides)
- Viewing or streaming members-only content (such as recorded webinars or digital tools)
- Using the Care Companion or guided journal features

By choosing to access any of these features during the 14-day period, you acknowledge that you are waiving your right to a full refund. We will ask for your agreement to this waiver at the point of purchase.

If you believe there has been an issue with the service or wish to discuss your rights further, please contact us at [hello@oliversoasis.co.uk](mailto:hello@oliversoasis.co.uk).