

# Payments, Cancellations and Refunds Policy



*This policy explains the general approach to Support Hub membership payments, cancellation and refunds.*

## Prices and Payment

The price, billing period, any trial or discount, and whether renewal is automatic should be shown before purchase. Payment is processed through the checkout provider. Members are responsible for providing accurate billing information and checking the confirmation.

## Cancelling Renewal

Where a membership renews automatically, you may cancel future renewal through the available account route or by contacting us. Cancellation normally prevents the next charge; access may continue until the end of the paid period unless we tell you otherwise.

## Digital Access and Cooling-off Rights

UK cancellation rules for digital content depend on how and when access begins. If you expressly ask for digital access during a statutory cancellation period and acknowledge that this affects your right to cancel, your cancellation right may be reduced or lost once supply begins. Nothing in this policy removes rights that the law gives you.

## Refunds

Contact us promptly if you are charged incorrectly, cannot access what you purchased, or believe digital content is faulty or not as described. We will investigate and provide the remedy required by law. Any goodwill refund is considered fairly and does not affect statutory rights.

## Trials and Discounts

Eligibility, length, expiry and conversion details for a trial or discount will be stated with the offer. Codes must not be sold, duplicated or used contrary to the offer conditions.

## How to Contact Us

Send your account email, payment date and a brief description through the contact route at [spacetobreathetherapy.co.uk](https://www.spacetobreathetherapy.co.uk). Do not send full card details. Approved refunds are returned through the original payment method and may take additional banking time to appear.