1. Terms and Conditions - SEJ For Business Terms & Conditions

Terms and Conditions: SEJ For Business ("Small Businesses Matter") a Stay Mentally Healthy initiative offered by the SEJ organisation.
Last Updated: November 2026

1. Introduction and Parties
1.1 These Terms and Conditions ("Terms") govern the provision of the SEJ For Business ("Small Businesses Matter") workplace wellbeing membership plan and associated live online training events ("Services").
1.2 The Services are provided by Jacqueline Mary Phillips trading as The SEJ, operating from Unit 2 Leasowes Business Park, Shrewsbury, SY5 6AF ("The SEJ", "we", "us", or "our").
1.3 **Business & Sole Trader Status:** The Services are strictly for businesses, organisations, and self-employed sole traders acting in the course of their trade, business, or profession. By purchasing a membership plan or booking an event, you ("the Client", "you", or "your") confirm that you are not purchasing as an individual consumer and that you have the legal authority to bind your business to these Terms.

2. Medical & Non-Clinical Disclaimer
2.1 **Educational Framework Only:** The SEJ Process is an educational framework and guided self-help tool, not a clinical Employee Assistance Programme (EAP), psychotherapy, or medical treatment.
2.2 **Seeking Clinical Help:** Individuals experiencing mental health conditions, psychiatric disorders, or crises must consult a qualified medical or mental health professional.
2.3 **No Guaranteed Outcomes:** Individual feedback and developmental trends do not constitute a guarantee of specific clinical or workplace outcomes.

3. Independent Service Providers
3.1 Discounted 1-to-1 sessions are delivered by independent SEJ Consultants and Practitioners operating separately from The SEJ.
3.2 Fees & Booking: Individual practitioners set their own session fees, member discount rates, payment terms, and cancellation policies, which will be confirmed directly with the Client prior to booking. All payments and contractual agreements for 1-to-1 sessions are strictly between the Client (or participating employee) and the relevant practitioner, and The SEJ accepts no liability for such sessions.

4. Membership Tiers, Eligibility & Access
4.1 **Plan Tiers:** Pricing applies by employee headcount: Micro Business Plan (£12/month for 1–9 employees) and Small Business Plan (£25/month for 10–49 employees).
4.2 **Headcount Adjustments:** Clients must notify us if staff count exceeds tier limits,

and we reserve the right to adjust tiers at the next billing cycle.
4.3 **Employee Access:** Access is restricted to authorised employees of the Client. Login details must not be shared externally, and access must be revoked for departing staff.
4.4 **Included Benefits:** Memberships include access to on-demand digital resources, member rates on live training events, discounted 1-to-1 sessions, and weekly live online practice support workshops (excluding UK bank holidays, scheduled holiday periods, and any unforeseen circumstances, technical outages, or facilitator unavailability that may prevent a session from taking place). Access to the members area and online resources is subject to Clause 9.3, and no partial refunds, credits, or fee reductions apply where a weekly workshop is cancelled or rescheduled, or where the website or members area experiences temporary downtime.
4.5 **Account Registration & Security:** When signing up via our website, you must provide accurate business and billing details. You are responsible for keeping your account password secure and for all activity under your account. Notify us immediately at enquiries@thesej.co.uk if you suspect unauthorised access.

5. Live Online Training Events & Workshop Conduct
5.1 **Event Schedule:** Upcoming live events are published on the SEJ Events & Services webpage.
5.2 **Booking & Paid Training Fees:** While weekly live practice support workshops are included in your membership, specialist live interactive SEJ Process training events carry a supplementary member rate of £30 per person, payable in advance. To book, contact enquiries@thesej.co.uk.
5.3 Paid Event Cancellations & Transfers: For specialist live SEJ Process training events booked under Clause 5.2 (£30 per person), attendee places may be transferred to another employee of the Client with at least 48 hours' written notice to enquiries@thesej.co.uk. Full refunds of the £30 event fee apply for cancellations made more than 14 days prior to the event; cancellations made within 14 days of the event are strictly non-refundable. *(For self-serve monthly membership cancellations, see Clause 6.3.)*
5.4 **Online Conduct:** Participants must engage respectfully. Disruptive or abusive behaviour may result in removal without a refund.

6. Fees, Rolling Monthly Billing & Cancellation
6.1 **No Minimum Term:** Memberships operate on a flexible monthly rolling basis in Pound Sterling (£) and are not subject to VAT.
6.2 **Payment & Renewal:** Fees are billed monthly in advance on the sign-up date via our website checkout and auto-renew until cancelled.
6.3 **Self-Serve Cancellation & No-Refund Policy:** There is no minimum notice period to cancel a monthly membership. Clients manage their own subscriptions and must cancel directly through their online account dashboard on our website at any time prior to their next monthly renewal date and time to prevent future billing. We do not process

manual cancellations via email. Because access to our on-demand digital resources and members area is granted immediately upon sign-up, all membership fees are strictly non-refundable once payment is processed and access is provided, including where a Client forgets to cancel before a renewal date or chooses not to use the Services during a billing period. *(Note: Cancelling your subscription in your My Subscriptions page terminates your access to the members area immediately upon confirmation, even if time remains in your current billing month. No partial or pro-rata refunds are issued for unused days.)*

6.4 **Failed Payments:** If a recurring monthly payment fails, we will notify you and re-attempt payment. If payment remains unpaid after 7 days, we reserve the right to suspend access to the members area for all linked employees until the balance is cleared.

6.5 **Termination for Breach:** We reserve the right to suspend or terminate your membership immediately, without refund, if you or your employees breach Clause 4.3 (sharing login details) or Clause 7 (Intellectual Property).

7. Intellectual Property & Acceptable Use

7.1 All training content, workbooks, and the SEJ Process framework remain the intellectual property of Jacqueline Mary Phillips / The SEJ.

7.2 Membership grants a non-exclusive, non-transferable licence strictly for internal employee wellbeing use.

8. Data Protection & Confidentiality

8.1 **Data Protection:** Both parties will comply with the UK GDPR and the Data Protection Act 2018. In providing employee names and email addresses for portal access, the Client confirms it has a lawful basis to share that data with us. We process personal data as an independent Data Controller in accordance with our Privacy Policy: link to Privacy Policy

8.2 **Workshop Confidentiality:** Discussions shared during live workshops must be kept confidential by all participants.

9. Unforeseen Circumstances & Changes to Services

9.1 **Force Majeure:** The SEJ is not liable for delivery failures caused by events beyond our reasonable control, offering alternative dates or refunds for postponed live events.

9.2 **Updates to Terms:** Terms or pricing may be updated with at least 30 days' written notice.

9.3 **Website & Portal Availability:** We aim to keep the members area accessible at all times, but we do not guarantee uninterrupted access. Temporary downtime for maintenance, updates, or third-party hosting issues does not entitle the Client to a refund or fee reduction.

10. Limitation of Liability & Governing Law

10.1 Statutory liabilities such as death or personal injury caused by negligence are not

excluded.
10.2 Indirect or business losses are excluded, and total aggregate liability is capped at fees paid by the Client in the preceding 12 months.
10.3 These Terms are governed by the laws of England and Wales.
