The Flow Space – Terms and Conditions for Sessions

Last updated: 4th November 2026

1. About me

1.1 I am Louise Runnacles, a sole trader trading as The Flow Space. I am not registered for VAT.

1.2 You can contact me by email at info@theflowspace.co.uk, by phone on 07518 547257, or by post at THE FLOW SPACE, Suite A, 82 James Carter Road, Mildenhall IP28 7DE

2. These terms

2.1 These terms apply when you book a session with me. Please read them before you book. If you don't understand anything, please ask me.

2.2 "**You**" means the person who books and pays. **"The participant"** means the person who attends the sessions. This may or may not be the same person.

2.3 A booking is only confirmed once I have received the participant's written consent and, after that, agreed the payment arrangements with you and sent you a booking confirmation by email. My contract with you starts when I send that confirmation.

2.4 If you or the participant would like these terms in large print or would like me to go through them with you by phone or on Zoom before you book, please ask.

3. Booking for someone else

3.1 If you book for someone else, such as a family member, you confirm that:

(a) you have spoken to them and they want to take part; and

(b) you will share these terms with them.

3.2 **The participant's agreement.** Before I confirm a booking, the participant must personally give their informed, written consent using my consent form. They may sign electronically, including on a trusted family member's device, or on paper. They do not need their own email address.

3.2.1 The participant must be given the opportunity to read and understand the consent form, ask questions and make their own decision without pressure from anyone else. A family member or other person must not sign on their behalf.

3.2.2 I may contact the participant directly, or take other reasonable steps, to check that their consent has been freely given and that they understand what they are agreeing to.

3.2.3 I will not take any payment until I have received the participant's written consent. If the participant does not provide their own consent, I will not confirm the booking.

3.2.4 I will also check at the beginning of each session that the participant is happy to proceed.

3.3 The participant can rely on sections 4, 9, 10 and 12 of these terms, even though they did not book.

3.4 Sessions are private between me and the participant. Paying for sessions does not give anyone the right to know what was discussed. I will only share the written session summary, or tell anyone how sessions are going, if the participant agrees.

3.5 Both the person who booked and the participant can cancel or rearrange a session. If the participant does not want a session to go ahead, it will not go ahead, even if the person who booked wants it to. Any refund goes back to the person who paid.

4. What I do and don't do

4.1 I teach the participant to use their own devices and apps with confidence, so they can do everyday things for themselves.

4.2 I do not:

(a) take control of anyone's device, or use remote access tools;

(b) ask for, see, write down or store passwords, PINs, bank or payment details, or medical records (including in the NHS App);

(c) access accounts, carry out tasks or make decisions for the participant, such as buying things, making payments or setting up accounts for them; or

(d) repair devices**,** give technical support, or give medical, financial or legal advice.

4.3 I may ask the participant to share their screen on Zoom so I can guide them. They stay in control of their device and can stop sharing at any time. If the participant starts to share a password or other private information, by saying it or on screen, I will ask them to stop straight away. I will not record, copy or use it, and if a password has been seen I will suggest they change it.

4.4 My sessions are for people who want to take part and can make their own decisions about it. They are not suitable for anyone who cannot understand or take part in the sessions or give their own consent. A diagnosis, such as mild memory difficulties, does not by itself mean someone cannot take part.

4.5 Everyone learns at their own pace. I will be patient and go at a pace that suits the participant, but I cannot promise they will reach a particular level of confidence or skill by a certain time.

5. Your sessions

5.1 Sessions take place online on Zoom and last up to 60 minutes. These terms cover online sessions only. I will give you separate terms before you book any face-to-face or group session. The participant needs a working device and internet connection. For the first session, a family member, friend or other helper must be available, with the participant’s written agreement, to help them connect. I cannot give phone support with connection problems.

5.2 After each session, I will give the participant a short written summary of what was covered. I will only send it to a family member if the participant agrees. I do not provide recordings, training manuals or support by phone or email between sessions.

5.3 I do not record sessions. I may make brief notes to help me write the summary. These will not include passwords, financial details or medical information.

5.4 If a technical problem on my side stops a session from happening or ends it early, you can choose a new session at no extra cost or a refund for the time missed.

5.5 If a technical problem on the participant's side stops a session from happening, I will give them and their helper reasonable time to fix it. If the session still cannot go ahead, I will talk to you about rearranging it or another fair arrangement.

6. Price and payment

6.1 Each session costs the price shown when you book (currently £15). I am not registered for VAT, so no VAT is added. There are no hidden extras.

6.2 You pay in full before the session, by card through Stripe or by bank transfer. I will send payment details when I arrange your booking.

6.3 If I owe you a refund for any other reason under these terms, I will pay it within 14 days of agreeing that it is due. I will use the method you paid with or, if you paid by bank transfer, pay it to the account you paid from. Card refunds through Stripe can take a few working days to reach your account.

7. Your right to cancel in the first 14 days

7.1 If you book through my website or by email, you have 14 days from the day I confirm your booking to cancel. You don't need to give a reason.

7.2 To cancel, tell me by email, phone or post. You can use the form at the end of these terms, but you don't have to.

7.3 I will refund you within 14 days of you telling me, using the same payment method you used to pay or, if you paid by bank transfer, to the account you paid from.

7.4 If you want sessions to start within the first 14 days of booking, you (as the person who booked and paid) must ask me to do this in writing, for example by email. If you do:

(a) and then cancel before a session has been fully delivered, you will pay a fair amount for the part already delivered, and I will refund the rest; and
(b) once a session has been fully delivered, you can no longer cancel it.

Nothing in this section affects your statutory rights if I fail to provide the services with reasonable care and skill or otherwise breach my legal obligations.

8. Cancelling or rearranging after 14 days

8.1 You can cancel or rearrange a session free of charge if you give me at least 48 hours' notice.

8.2 If you cancel or rearrange a session with less than 48 hours' notice, or the participant does not attend without notifying me, I may charge a reasonable cancellation fee, up to the full session price, to reflect the loss I have reasonably incurred as a result of the cancellation. I will take account of the circumstances, including whether I have been able to fill the appointment with another booking. I will not charge a cancellation fee where there is a good reason, such as illness, an emergency or bereavement.

8.3 These cancellation arrangements do not affect your statutory cancellation rights under section 7 or your legal rights where I have failed to provide the agreed service.

9. If the participant changes their mind

9.1 The participant can decide not to take part at any time, even if someone else has paid. No one else can make this decision for them. I will always respect their wishes.

9.2 If they decide this before a session, I treat it as a cancellation under section 7 or section 8.

9.3 If they decide to stop during a session, I will end the session straight away. That session will be charged, unless they stop because of something I did or for a good reason, such as feeling unwell or upset, in which case I will refund it in full. If they also decide not to have any other sessions already booked, I treat this as a cancellation under section 7 or section 8.

10. If I need to cancel or end a session

10.1 If I need to cancel or move a session, for example because I am ill, I will tell you as soon as I can. You can choose either a new date or a full refund for that session.

10.2 I may decline a booking, end a session early or pause future sessions if:

(a) the participant becomes unwell or distressed, or seems uncomfortable continuing;
(b) anyone behaves in an abusive, threatening or inappropriate way; or
(c) I have safeguarding concerns, or am worried about the participant's safety or wellbeing, or about whether they understand the sessions and can give their own consent.

If I do this for reasons outside the participant's control, I will offer another session or a refund for the sessions not delivered.

11. Looking after your device and information

11.1 I recommend that the participant:

(a) backs up important information before making changes to their device;
(b) keeps their passwords and PINs private, including from me;
(c) checks with their bank or the provider before acting on anything that looks like a scam; and
(d) makes sure no passwords, bank details, medical records or other private information can be seen before sharing their screen.

11.2 The participant makes their own choices about how to use their device and any apps or services. I may mention apps or websites, but I do not endorse them and I do not receive any payment for recommending them. The participant decides whether to use or buy anything I mention.

11.3 The participant stays in control of, and responsible for, their own devices, accounts, information and decisions, both during and after sessions. I give guidance to the best of my knowledge and ability, but I cannot promise that devices, apps or services will always work as expected, or that problems will not happen later.

11.4 Apps, websites and online services can change their features, prices or rules at any time. My guidance is based on how things work at the time of the session. I am not responsible for later changes made by those providers, unless I have not used reasonable care and skill.

12. My responsibility to you

12.1 I will provide my sessions with reasonable care and skill, as described in these terms. If I don't, please tell me and I will put it right or give you a fair refund.

12.2 I am responsible for any loss or damage you suffer that is a foreseeable result of me breaking these terms or failing to use reasonable care and skill.

12.3 I am not responsible for:

(a) problems with the participant's device, internet connection, apps, websites or software updates that I did not cause;
(b) decisions the participant makes, or things they do on their device, during or after my sessions, such as changing settings or deleting files or records, unless this was caused by me not using reasonable care and skill;
(c) scams, fraud, phishing or other online security incidents that occur during or after a session, unless the loss results from my failure to exercise reasonable care and skill;
(d) decisions made by the participant about whether to use, purchase or rely on any third-party app, product or service, unless the loss results from my failure to exercise reasonable care and skill; or
(e) any loss to a business.

12.4 Nothing in these terms limits my responsibility for death or personal injury caused by my negligence, for fraud, or for anything else the law does not allow me to limit. It does not affect your legal rights. Citizens Advice can tell you more about them.

13. Your personal information

13.1 I use personal information only as explained in my **Privacy Notice** at https://theflowspace.co.uk/privacy-notice/

14. Complaints

14.1 If you are unhappy, please email me at info@theflowspace.co.uk. I aim to acknowledge your complaint within 2 working days. I will look into it fairly and aim to reply in full within 14 days. If I need longer, for example because the complaint is complex or I am away, I will tell you why and when you can expect a reply.

15. Other important points

15.1 I may update these terms. Changes will not affect bookings I have already confirmed.

15.2 These terms are governed by the law of England and Wales. You can bring a claim in the courts of England and Wales, or in the courts of Scotland or Northern Ireland if you live there.

Cancellation Form

Only fill in and send this form if you want to cancel within the first 14 days.

To: Louise Runnacles, The Flow Space, THE FLOW SPACE, Suite A, 82 James Carter Road, Mildenhall IP28 7DE, info@theflowspace.co.uk

I cancel my contract for the following sessions: .....

Booked on: ..... **Name:** .....

Address: .....

Date: .....

Signature (if sent on paper): .....