



That Speech Lady Ltd: Terms of Service

Last updated: 10th October 2025

These Terms of Service explain the rules for using That Speech Lady Ltd's website and services. By using our website, you're agreeing to follow these terms.

These Terms also apply to any digital products or online courses you purchase from us.

If you have a separate agreement with us for specific services or products, those terms will take priority if there's any conflict with what's written here.

Agreement to Terms

By using this website, you're agreeing to these Terms and Conditions. Simply browsing our site means you accept these terms. For certain services, we may ask you to confirm your agreement explicitly.

Professional Services Disclaimer

Important Information About Our Website Content

The information provided on this website is for general educational purposes and is based on professional speech and language therapy knowledge and experience. Please understand that:

Using this website does not create a formal therapist-client relationship between you and That Speech Lady

The content on this website provides general guidance and may not be suitable for your specific circumstances

Online content cannot replace individualised assessment, diagnosis, or treatment plans

For personalised advice tailored to your specific needs, please arrange a consultation or assessment

In emergencies or urgent situations, contact your GP, call NHS 111, or dial 999

General vs. Individual Advice

As a registered Speech and Language Therapist, the information shared on this website is professional and evidence-based. However:

General advice is not a substitute for individual assessment

Every person's speech and language needs are unique

What works for one person may not be appropriate for another

Complex or persistent concerns require formal evaluation

If you have specific concerns about speech, language, or communication development, please contact us to discuss an individual assessment or consult your local speech and language therapy service.



Age Restrictions and Parental Consent

This website is intended for adult users. If you are under 18 years of age:

You must have permission from your parent or legal guardian to use this website

Your parent or guardian must review and agree to these Terms and Conditions on your behalf

Your parent or guardian is responsible for monitoring your use of this website

Parental Responsibility

If you are a parent or guardian registering for services or purchasing products on behalf of a child or young person, you confirm that:

You have parental responsibility or legal authority to make decisions for that child

You accept full responsibility for their use of our website and services

You will supervise their access to and use of any content or materials

Electronic Communication

When you use our website or contact us electronically, you agree that:

We can communicate with you through the website or by email

Electronic communications are just as valid as paper documents

All agreements, notices, and other communications we send you electronically meet legal requirements

Intellectual Property

Ownership

We (or our licensors) own all the copyright and intellectual property rights to everything on this website, including text, images, videos, and other content.

What You Can't Do

Unless we give you written permission, you cannot:

Copy, reproduce, or distribute our content

Modify, reverse engineer, or alter our materials

Sell, commercialise, or monetise anything from our website

Download or transfer our content for commercial use

There are exceptions allowed by UK law (such as fair use for quotations), but generally, our content is protected.

Course Content

If you purchase an online course or digital product:

All course materials, videos, worksheets, and resources are our intellectual property

You receive a personal, non-transferable license to access and use the content for your own learning

You may not share your login details, copy or distribute course materials, record or share course videos,

or use course materials for teaching or training others without written permission



Our Newsletter

You're welcome to forward our newsletter to others who might be interested in our services.

Third-Party Websites

Our website may include links to other websites. Please be aware that:

We don't control or monitor the content on those sites

Those websites have their own terms and conditions and privacy policies

We're not responsible for what happens on third-party sites

Any opinions or materials on those sites don't necessarily reflect our views

We won't be liable for any loss or damage from using third-party websites

Be careful about sharing personal information on other websites.

Responsible Use

When you use our website, you agree to:

Use it only for its intended purposes

Follow these Terms and all applicable laws

Not use our site to distribute malicious software or viruses

Not collect data from our website for marketing purposes

Not do anything that could damage the website or interfere with how it works

User Accounts

Registration

If you create an account with us, you'll choose a password during registration.

Your Responsibilities

You must:

Keep your password and account information confidential

Not share your login details with anyone else

Take responsibility for all activities that happen through your account

Tell us immediately if someone else gains access to your account

Account Termination

If your account is terminated, you cannot register a new account without our permission.

Digital Products and Services

We may offer digital products for sale on this website, including online courses, downloadable resources,

and educational materials.



Delivery

Digital products will be delivered electronically via email or through your account dashboard

You'll receive access within 24 hours of payment (usually immediately)

It's your responsibility to provide a valid email address

Check your spam folder if you don't receive access details

Access

Course access duration will be specified at the time of purchase

You're responsible for maintaining your login credentials

Access is for your personal use only and cannot be shared with others

Pricing and Payment

All prices are displayed in British Pounds (GBP) and include VAT where applicable

We reserve the right to change prices at any time, but this won't affect orders already placed

Promotional prices are valid for the period specified

Payment is required before accessing digital products

We accept major credit and debit cards and other payment methods as displayed at checkout

All payments are processed securely through our payment processor

Refunds and Returns for Digital Products

Your Right to Cancel

Under the Consumer Contracts Regulations 2013, you have the right to cancel your purchase of digital content within 14 days of purchase. However:

If you access or download the course content, you agree to waive your 14-day cancellation right

Before accessing the course, you'll be asked to confirm you understand this waiver

Once you've started accessing the course, the purchase is final

Refund Policy

Refunds are only available if you haven't accessed any course content

To request a refund within the 14-day period (before accessing content), contact us via our contact page

Refunds will be processed within 14 days of approval

We do not offer refunds after you've accessed course materials, except in cases of technical faults that we cannot resolve

Faulty Digital Content



If digital content is faulty, you're entitled to a repair or replacement
If we can't fix it, you may be entitled to a price reduction or refund
Please contact us immediately if you experience technical issues

Technical Requirements

To access our online courses and digital products, you'll need:

A stable internet connection

A modern web browser (Chrome, Firefox, Safari, or Edge)

Sufficient device storage for downloads (if applicable)

You're responsible for ensuring your technology meets these requirements. We cannot provide refunds for access issues caused by incompatible devices or insufficient internet connection.

Course Access and Changes

We may update course content to keep it current and improve quality although this is not guaranteed

You'll have access to updated versions at no additional cost

We reserve the right to discontinue courses, but existing purchasers will retain their access

Platform Changes

We may change the platform or delivery method for courses

If we move platforms, we'll provide reasonable notice and migration support

Your access rights will be maintained during any transitions

Educational Content Disclaimer

The information provided in our online courses and educational materials is for educational purposes only and:

Does not constitute professional speech and language therapy advice

Should not be used as a substitute for professional assessment or therapy

Represents general guidance that may not apply to your specific situation

Is accurate at the time of creation but may become outdated

Results

Individual results may vary

We make no guarantees about specific outcomes from using our courses or materials

Success depends on your individual circumstances, effort, and application of the information

Idea Submission

Please don't send us your ideas, inventions, or creative works unless we've already signed an agreement with you (like a non-disclosure agreement).

If you do share ideas with us without a written agreement, you're giving us permission to use, reproduce,

publish, and distribute that content worldwide without paying you.



Termination of Service

We reserve the right to:

Modify, suspend, or discontinue the website or any services at any time

Do this temporarily or permanently, without notice

Make these changes without being liable to you or anyone else

If we make changes, you won't be entitled to compensation, even if you lose access to features or content you've contributed or relied on.

You must not try to bypass any access restrictions we put in place.

Warranties and Liability

Our website and all content are provided "as is" and "as available." This means:

There may be occasional inaccuracies or errors

We don't guarantee the website will always be available or error-free

We don't guarantee our services will meet all your expectations

The website might be interrupted or have security issues

Limitation of Liability

To the maximum extent allowed by UK law:

We're not liable for any indirect damages (like lost profits, data loss, or harm to property)

We're not liable for any business losses, lost income, or missed opportunities resulting from course information or website content

Our maximum liability to you is limited to the total amount you've paid us for products or services

This doesn't limit any liability that UK law says we cannot limit (such as liability for death or personal injury caused by our negligence or for fraud).

Privacy and Data Protection

Your Information

When you register or use our services, you agree to provide accurate and up-to-date information.

Our Commitment

We take your privacy seriously and are committed to protecting your personal data. We will:

Not use your email address for unsolicited marketing

Only send you emails related to services you've agreed to

Handle your data in accordance with UK data protection laws

For full details, please see our Privacy Statement and Cookie Policy.

Accessibility

We're committed to making our website accessible to everyone, including people with disabilities.

If you have a disability and encounter any barriers while using our website, please let us know with:

A detailed description of the issue

Information about the problem you experienced

We will do our best to resolve every issue where we can, although there are no guarantees.



Legal Compliance

You must not:

Access our website from countries where our content or services are illegal

Use our website in violation of UK export laws and regulations

Assignment

You cannot transfer or assign your rights or obligations under these Terms to anyone else without our written permission. Any attempt to do so will be invalid.

Breaches of These Terms

If you breach these Terms and Conditions, we may:

Temporarily or permanently suspend your access to the website

Contact your internet service provider to block your access

Take legal action against you

Force Majeure (Unforeseeable Circumstances)

If either of us can't fulfill our obligations due to circumstances beyond our reasonable control (like natural disasters, pandemics, or other emergencies), that won't be considered a breach of these Terms. This doesn't apply to payment obligations.

Indemnification

You agree to protect us from any claims, damages, losses, or expenses that arise from:

Your violation of these Terms

Your violation of applicable laws

Your violation of intellectual property or privacy rights

You'll reimburse us for any costs related to such claims.

Waiver

If we don't enforce a particular term or condition, that doesn't mean we've given up the right to enforce it later. All provisions remain valid and enforceable.



Language

These Terms and Conditions are written in English, and that's the language we'll use for all interpretations and communications.

Entire Agreement

These Terms and Conditions, along with our Privacy Statement and Cookie Policy, make up the complete agreement between you and That Speech Lady Ltd regarding your use of this website. For digital products and courses, these Terms work alongside our Refund Policy and any course-specific terms provided at purchase.

Updates to These Terms

We may update these Terms from time to time. When we do:

The updated date at the top will change

Changes become effective when posted on this website

It's your responsibility to check for updates periodically

Your continued use of the website means you accept the new terms

Governing Law

These Terms and Conditions are governed by the laws of the United Kingdom. Any disputes will be subject to the jurisdiction of UK courts.

If any part of these Terms is found to be invalid or unenforceable, that part will be modified or removed, but the rest of the Terms will remain in effect.

Contact Us

This website is owned and operated by That Speech Lady Ltd.

If you have any questions about these Terms and Conditions, please contact us through our [contact page](#).