

Subscription Terms & Conditions

OsteoFit.uk

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1. About Us

OsteoFit is an online subscription service providing exercise programmes and educational content designed for individuals with arthritis, mobility issues, and related conditions. All programmes are created by qualified osteopaths.

OsteoFit is operated from the United Kingdom.

2. Eligibility

By subscribing to OsteoFit, you confirm that:

- You are at least 18 years old, or have consent from a parent or legal guardian.
- You are physically capable of participating in gentle exercise.
- You understand that OsteoFit does not replace medical advice, diagnosis, or treatment.

3. Medical Disclaimer

The content provided through OsteoFit (including videos, exercise programmes, and written materials) is for educational and general wellbeing purposes only.

- OsteoFit does not provide medical diagnosis or treatment.
- You should consult your GP, osteopath, physiotherapist, or other qualified healthcare professional before starting any exercise programme, especially if you have a medical condition, injury, or are experiencing pain.
- You participate in all exercises at your own risk.

OsteoFit accepts no liability for injury, loss, or damage arising from the use of the platform, except where required by law.

4. Subscription Plans

OsteoFit offers the following subscription options:

- Monthly subscription (recurring every month)
- Annual subscription (recurring every 12 months)

Details of pricing and features are displayed on the website at the point of purchase.

5. Payments

- Payments are processed securely via Wix Payments or other payment providers supported by Wix.
- All prices are shown in GBP (£) and include VAT where applicable.
- By subscribing, you authorise OsteoFit to automatically charge your selected payment method on a recurring basis.

6. Renewal

- Monthly subscriptions renew automatically each month.
- Annual subscriptions renew automatically every 12 months.

You will continue to be billed unless you cancel your subscription before the next renewal date.

7. Cancellation

You may cancel your subscription at any time through your account dashboard on the OsteoFit website. Alternatively, you can email info@osteofit.uk and state that you would like to cancel your subscription. Acknowledgment and action of your email will be carried out as soon as possible and no more than 48 hours after sending. If the email was sent less than 48 hours before the renewal date, your subscription may continue to be automatically renewed.

- Cancellation will take effect at the end of your current billing period.
- You will continue to have access until the end of that period.
- No partial refunds are provided for unused time.

8. Refunds

- Subscription fees are non-refundable, except where required under UK consumer law.
- If you believe you have been charged incorrectly, please contact us at info@osteofit.uk

9. Free Trials (if applicable)

If a free trial is offered:

- You will not be charged until the trial period ends.
- If you do not cancel before the trial ends, your subscription will automatically convert to a paid plan.

10. Changes to Pricing or Plans

OsteoFit reserves the right to:

- Change subscription prices
- Modify or discontinue plans

Any changes will be communicated in advance and will not affect your current billing period.

11. Access and Availability

We aim to keep OsteoFit available at all times, but we do not guarantee uninterrupted access. Access may be temporarily suspended for maintenance, updates, or technical issues.

12. Account Responsibility

You are responsible for:

- Keeping your login details secure
- All activity that occurs under your account

Sharing accounts or content is not permitted.

13. Intellectual Property

All content on OsteoFit (videos, exercises, text, branding) is owned by or licensed to OsteoFit.

You may:

- Use the content for personal, non-commercial use only

You may not:

- Copy, share, sell, or redistribute content without permission

14. Termination

OsteoFit reserves the right to suspend or terminate accounts if these Terms are breached without refund or partial refund of the current billing cycle.

15. Limitation of Liability

To the maximum extent permitted by law, OsteoFit shall not be liable for:

- Any indirect or consequential loss
- Injury resulting from misuse of the content or failure to follow guidance

Nothing in these Terms limits liability for death or personal injury caused by negligence, fraud, or any liability that cannot be excluded under UK law.

16. Governing Law

These Terms & Conditions are governed by the laws of England and Wales, and any disputes shall be subject to the exclusive jurisdiction of the UK courts.

17. Contact

For subscription or billing enquiries, contact:

Email: info@osteofit.uk