



Kubo Wellness – Terms & Conditions

Last updated: 15th October 2025

These Terms & Conditions (“Terms”) set out the basis on which Kubo Wellness (“we”, “our”, “us”) provides services and products to you (“you”, “your”). By booking a service, purchasing a product, or using our website, you agree to these Terms. Please read them carefully.

1. Our Services

We provide a range of **health, wellness and recovery therapies, advisory sessions, courses, workshops, and retail products** designed to support general wellbeing. Our services may include, but are not limited to, therapy sessions, wellness and health assessment kits, supplements, and educational programmes.

Our services are intended to **support general health and recovery** but are **not a substitute for medical advice, diagnosis, or treatment**. We do not claim to cure or prevent any medical condition. Always consult a qualified healthcare professional regarding any medical concerns.

2. Booking, Payment & Cancellations

- All services, therapies, and courses must be **paid in full at the time of booking**.
- You may cancel or reschedule up to **24 hours before your appointment** for a refund or transfer.
- Cancellations or changes made **within 24 hours** of your appointment are **non-refundable**.
- Products and wellness kits are **non-refundable once opened, used, or activated** (unless faulty).
- If you arrive late, your session may be shortened to maintain schedule timing, and the full session fee will still apply.
- Multi-session packages and memberships are **non-transferable** and **expire** within the validity period stated at purchase.
- For online purchases, you have a **14-day cooling-off period** under UK consumer law, unless the service has already been used or started.

3. Products & Third-Party Providers

- Some products and wellness kits are provided by third-party suppliers. We act as a **reseller or facilitator** only. Any results, processing, or analysis are the responsibility of the external provider.
- Any processing, analysis, or interpretation of results is the responsibility of the third-party provider.
- We are not liable for delays, errors, or outcomes resulting from third-party products or services.



4. Courses & Materials

- All course content, training materials, recordings, and resources remain the **intellectual property of Kubo Wellness**.
- You may use them for personal learning only. You must not copy, distribute, or resell them without our written permission.

5. Health & Safety

- By booking a session, you confirm that you are **fit to participate** and have disclosed any relevant health conditions.
- You agree to follow staff instructions at all times for your own safety.
- We reserve the right to refuse or stop a session if we believe it is unsafe for you to continue.

6. Limitation of Liability

- Our services are intended to support general wellbeing and recovery. They are not medical treatments and do not replace professional medical advice, diagnosis, or care. You are responsible for consulting your own healthcare professional regarding any medical conditions.
- By booking or participating in any service, you **accept full responsibility for your own health, wellbeing, and outcomes**.
- We will provide services with **reasonable care and skill**, but we do not guarantee specific outcomes.
- To the fullest extent permitted by law:
 - You agree that Kubo Wellness, its directors, staff, and agents shall **not be liable for any injury, loss, damage, or claim whatsoever**, whether direct, indirect, incidental, special, or consequential, arising from your use of our services or products.
 - You release us from all liability for any adverse effects, results, or outcomes, whether foreseen or unforeseen.
 - Our total liability to you, for any claim and in any circumstance, shall not exceed the amount you paid for the relevant service or product.
- Nothing in these Terms excludes or limits our liability where it would be unlawful to do so.

7. Data & Privacy

- We respect your privacy and process personal data in line with UK GDPR.
- Please see our **Privacy Policy** for details on how we collect, use, and store your information.



8. Governing Law

These Terms are governed by the laws of **England and Wales**. Any disputes will be subject to the **exclusive jurisdiction of the courts of England and Wales**.

9. Contact Us

Kubo Wellness

29 Bridgeside Way

Spondon, Derby, DE21 7SH

Email: regenerate@kubowellness.com

Phone: 01332 974736