



Terms of Service

Last Updated: December 2025

Welcome to RM Coaching: Weight Loss & Beyond, operated by Wildflower Weightloss Ltd trading as RM Coaching: Weight Loss & Beyond (Company No. 16252925), registered in England and Wales ("we", "us", "our").

By accessing or using our website, coaching services, app, programmes, digital products, or memberships, you agree to be bound by these Terms & Conditions ("Terms"). Please read them carefully before purchasing or using any of our services.

If you do not agree to these Terms, you must not access or use our services.

1. Definitions

"RM Coaching: Weight Loss & Beyond" refers to the trading name of Wildflower Weightloss Ltd (Company No. 16252925).

"Services" means any coaching, digital content, courses, memberships, app-based tools, workshops, live sessions, or any other support we provide.

"Client", "Member", or "You" refers to any individual purchasing or accessing Services.

"Stripe Payments" refers to our third-party secure payment merchant handling all payments, billing, subscriptions, upgrades, downgrades and cancellations.

2. Eligibility

You must be 18 or over to access or purchase our services.

By registering, you confirm your information is accurate and that you have legal capacity to enter into this agreement.

3. Nature of Services and Disclaimer

RM Coaching provides mindset-based weight loss coaching, habit-building tools, emotional eating support, behavioural change guidance, nutritional structure (non-dietetic), and progressive habit and mindset approaches.

We **do not** provide medical, psychological, nutritional therapy, or mental health treatment. Nothing in our Services should be considered medical advice.

You must consult your GP or healthcare provider before beginning any weight management, meal planning, medication-assisted (GLP-1) weight loss, or lifestyle change.

You accept full responsibility for your health decisions.

4. Personal Responsibility

Results are influenced by your participation, mindset, health status, life circumstances, and consistency.

We do not guarantee specific outcomes such as weight loss, mental change, or emotional healing.

5. Expected Results

All testimonials, images, or transformation stories are from real clients but represent individual outcomes.

Results vary and are not guaranteed.

6. Membership Access & Stripe Payments

All payments, subscriptions, upgrades, downgrades, billing renewals, and cancellations are managed exclusively via **Stripe Payments**.

Cancellation Policy

You may cancel your plan at any time via the Stripe Customer Dashboard.

When cancelled, your access will remain active until the end of your current billing cycle. No refunds will be issued for any unused period.

Upgrade Policy

If you upgrade mid-membership, **Stripe will automatically adjust the payment** to reflect what you've already paid and charge the upgraded balance.

Upgrades take effect immediately, and your new plan replaces the current one.

Downgrade Policy

If you downgrade mid-membership, no refunds or credits are issued for the difference.

Your downgrade will take effect at the start of the next billing cycle.

We do not manually process refunds, upgrades, or cancellations; all are handled securely via Stripe.

7. Cooling-Off Period (UK Consumers Only)

Under UK law, you have a statutory 14-day cooling-off period unless you access any coaching, call, digital content, app platform, or programme materials before that period ends.

By accessing these services, you waive the right to cancel under UK Consumer Contract Regulations.

8. Right to Suspend or Refuse Access

We reserve the right to restrict or terminate access without refund in cases of:

- Misuse of materials
- Abusive or inappropriate behaviour
- Sharing intellectual property
- Breach of coaching ethics or confidentiality

9. Intellectual Property

All coaching content, training modules, journal pages, frameworks, videos, trademarks, and digital downloads remain the intellectual property of RM Coaching: Weight Loss & Beyond.

You may not record, resell, share or distribute any content without written consent.

10. Limitation of Liability

We are not liable for:

- Health outcomes or weight changes
- Emotional or psychological distress
- Lost earnings or business interruption
- Technical platform or third-party outages

We do not guarantee uninterrupted access to any digital platforms.

11. Indemnification

You agree to indemnify Wildflower Weightloss Ltd against any claims, legal action, or damages arising from your use of Services or breach of these Terms.

12. Amendments to Terms

We may update these Terms when necessary. Updated versions will be published on our website, with a revised “Last Updated” date.

Continued use of our Services confirms your acceptance of any changes.

13. Governing Law

These Terms are governed by the laws of England and Wales.

Any disputes shall be resolved through the courts of England and Wales.

14. Contact

Wildflower Weightloss Ltd trading as RM Coaching: Weight Loss & Beyond
34 Hoelion Grove
Rogerstone, Newport
NP10 9PF

Email: rachael@rm-coaching.co.uk