Heart of the Village
Terms and Conditions

Last updated: 10th October 2026

1. About us
   This website, heartofthevillageuk.com, is operated by Heart Of The Village UK LTD, trading as Heart of the Village ("we", "us" and "our").

   Company number: 17310498
   Registered office: 105 Garstang Road, Preston, England, PR1 1LD
   Business and correspondence address: 105 Garstang Road, Preston, England, PR1 1LD
   Email: heartofthevillageuk@gmail.com

   "You" means a person visiting our website, holding an account or buying from us. A "consumer" is an individual acting wholly or mainly outside their trade, business, craft or profession.

2. Scope and agreement
   These terms govern general website use and purchase of physical goods, digital content and services sold by us through our shop.
   Separate terms apply to using the professional directory, purchasing or maintaining a directory listing, and submitting birth stories. Individual professional services, memberships, courses and events may also have additional terms.
   We will make any applicable additional terms available before you agree to the relevant purchase or activity. Those terms take priority for that specific activity if they conflict with these general terms. Nothing in either set of terms overrides your mandatory legal rights.

   Our Privacy Policy and Cookie Policy explain our use of personal information and cookies.

   We make these terms available before checkout and ask you to accept them when placing an order. You may save a copy. Website use is subject to the applicable website-use provisions; visiting the website does not itself create a purchase contract or waive consumer rights.

3. Age and eligibility
   Public pages may be browsed by visitors of any age. You must be aged 18 or over to create an account, make a purchase, join our member community or submit content through an account.

   Community posts and discussions are available only to authorised logged-in members. Public directory access and listing eligibility are governed by the separate directory terms.
   You must provide accurate information and have authority to use your chosen payment method. We may make proportionate eligibility checks where reasonably necessary, as explained in our Privacy Policy.

4. Accounts and security

You are responsible for keeping your login details secure and telling us promptly if you suspect unauthorised access. Do not share a personal account or impersonate someone else.
Keep your contact and billing details up to date. We will take reasonable care of the systems we control. This clause does not make you responsible for losses caused by our failure to do so.

Deleting an account does not automatically cancel an existing purchase or subscription. Contact us to cancel an ongoing contract; any account cancellation facility offered may also be used.

5. Acceptable use
You must not use the website to commit fraud, break the law, infringe another person's rights, send spam, distribute malware, gain unauthorised access or interfere with its operation.

Harassment, threats, discriminatory abuse, sexual exploitation, content encouraging violence or self-harm, and unlawful sharing of personal or intimate information are prohibited.

Do not post information or images you lack permission to share, including confidential material or material subject to court restrictions. Do not copy or harvest members' information for marketing or other unauthorised purposes.

Report suspected unlawful content, security problems or misuse to heartofthevillageuk@gmail.com.

6. Information and professional boundaries
Our general articles, resources and educational materials provide information and support. They do not provide an individual diagnosis, treatment plan or regulated legal, financial or other professional advice.

Do not delay seeking appropriate medical attention because of website content. For an emergency, contact the appropriate emergency services.

Where you buy an individual service from us, its description and any applicable client agreement explain what we undertake to provide. The general disclaimer does not remove responsibility for that service or promises made about it.

We take reasonable care over our content but information can become outdated. Tell us if you identify a material error. Personal experiences and opinions shared by users are not necessarily our views.

7. Products and descriptions
We aim to describe products accurately. Read the description, suitability information, safety instructions, delivery details and technical requirements before ordering.

Photographs are illustrative; screen settings may affect colour. Where colours are supplied at random, or handmade items have minor variations, we will explain this before purchase. Any variation must remain consistent with the description and your legal rights.

Do not use products contrary to their safety instructions. We will not substitute a materially different product without your agreement.

8. Prices and payments
   Prices are in pounds sterling. Applicable taxes and delivery charges will be shown before you place your order, together with the total payable.

   Payment is due at checkout unless we expressly agree instalments or another payment arrangement. Payment processing is handled by the providers identified at checkout.

   Price changes apply to future purchases and do not change an accepted order. If we discover a pricing or description error before acceptance, we will explain it and let you choose whether to proceed on the corrected basis or receive a refund. We will not automatically charge an additional amount.

9. Orders and contract formation
   Placing an order is an offer to buy. An automated acknowledgement confirms receipt and is not, by itself, acceptance. We accept your order when we send an acceptance or dispatch confirmation, supply your digital content, or confirm your service booking, whichever happens first. A contract is formed at that point.

   We may decline an order before acceptance if the item is unavailable, payment fails, there is a material error, or we reasonably suspect fraud or unlawful use. We will tell you and refund any payment taken for an order we decline.

   After acceptance, we may cancel only on a basis set out in these terms or permitted by law. Taking payment does not give us an unrestricted right to cancel an accepted order.
10. Delivery of physical goods
    Available delivery areas, charges and estimated times are shown before purchase. We will deliver by an agreed deadline or, where no different period is agreed, without undue delay and within 30 days of contract formation.

    For consumer orders, goods remain our responsibility until you, or a person you nominate, takes physical possession. A different rule may apply where you independently commission a carrier we did not offer.

    Contact us about missing, damaged or incorrect deliveries. A prompt report helps us investigate but it is not a condition that removes your legal rights.

    If we miss a delivery deadline, your legal rights may include setting a reasonable further deadline and then cancelling, or cancelling immediately where we refuse delivery or an essential agreed deadline is missed.

11. Digital content and downloads

Digital content includes downloadable documents, recordings and other electronically supplied materials. The product description will explain the format, relevant compatibility requirements, method of supply and any limit on access or downloads.

Unless the description states otherwise, a purchase grants the personal-use license in clause 16; it does not transfer copyright or include unlimited support, updates or lifetime platform access.

Where immediate supply is offered, we will ask for your express consent to supply the digital content during the 14-day cancellation period, and your acknowledgement that you will lose the cancellation right once supply begins. We will confirm that consent and acknowledgement in the contract confirmation.

Once supply begins with the required consent, acknowledgement and confirmation, we do not offer change-of-mind refunds for that digital content.

If those requirements have not been met, your cancellation rights remain as provided by law. Rights relating to faulty, misdescribed or unsupplied content are unaffected.

Contact us if a download does not work or you cannot access purchased content. We will investigate and provide the remedy required by law.

12. Online services, workshops and bookings
Live calls, live workshops, ongoing support and other services are treated as services rather than automatically being treated as digital downloads.

The description and booking confirmation specify what is included, the date or delivery period, technical requirements and whether any recording is included. We will not record participants without explaining the arrangements beforehand and obtaining any consent required.

Consumer service contracts made online normally have a 14-day cancellation period starting the day after the contract is formed, unless a specific legal exception applies and is explained before purchase.

If you expressly request that a service starts during that period, then cancel before completion, we may charge a proportionate amount for what has been provided, where the legal requirements for doing so have been met.

The cancellation right is lost after full performance during that period only where you expressly requested early performance and acknowledged beforehand that full performance would end that right.

After any statutory cancellation period, we do not offer a discretionary change-of-mind refund for a booked service unless the booking terms say otherwise. This does not affect remedies where we fail to provide the service as agreed.

If we cancel a service or materially change its date or content, you may accept the alternative or receive a refund for the affected service not provided. We will not require you to accept credit instead of a refund.

13. Cancelling and returning physical goods
Consumers buying goods online can normally cancel without giving a reason up to 14 days after the day they, or their nominated recipient, receive the goods. For goods delivered separately under one order, the period normally runs from receipt of the last item.

Tell us at heartofthevillageuk@gmail.com using a clear statement. You must send goods back within 14 days after notifying us.

Return address: 105 Garstang Road, Preston, England, PR1 1LD

You pay the direct cost of a change-of-mind return, provided we informed you of this before purchase. We pay reasonable return costs for faulty or incorrectly supplied goods.

We will refund the price and the cost of our least expensive standard outbound delivery option where required. Extra charges for an upgraded delivery option are not normally refundable on a change-of-mind cancellation.

We may deduct for diminished value caused by handling beyond what is needed to establish the goods' nature, characteristics and functioning, where legally permitted.

Refunds will be made without undue delay, normally using the original payment method and without a refund fee. For goods, we may withhold a cancellation refund until we receive the goods or evidence they were sent back, whichever is earlier, and will refund within 14 days of that point. If we offer collection, the applicable deadline runs from notification of cancellation.

Exceptions include goods made to your specifications or clearly personalised, goods liable to deteriorate or expire rapidly, and genuinely sealed goods unsuitable for return for health protection or hygiene reasons once unsealed. We will identify applicable exceptions before purchase. These exceptions do not remove faulty-goods rights.

14. Faulty goods, content and services
Your legal rights apply regardless of our discretionary refund policies.

Goods must be of satisfactory quality, fit for their particular purpose where the law requires, and as described. Your remedies may include the short-term right to reject faulty goods, normally within 30 days, repair or replacement, and subsequently a price reduction or final rejection where applicable.

Paid digital content must meet the applicable quality, fitness and description standards. Remedies may include repair or replacement and, where the legal conditions apply, a price reduction up to the

full price. We will also meet our obligations where digital content damages your device or other digital content.

Services must be performed with reasonable care and skill and comply with binding information we provide about them. Remedies may include repeat performance at our expense or a price reduction, potentially up to the full price.

To report a problem, contact heartofthevillageuk@gmail.com with your order details and a description of the issue. We will not require original packaging as a condition of exercising faulty-goods rights.

15. Non-payment and suspension of services
We are not obliged to begin a service, dispatch goods or activate paid access before receiving any payment expressly agreed to be due before that supply.

Where an agreed instalment or recurring payment is overdue, we may suspend the affected service or access after giving written notice identifying the amount due and allowing at least seven days to pay or raise a genuine dispute.

If payment remains overdue after that period, we may terminate the affected contract by written notice. We will consider a genuine payment dispute before taking disproportionate action.

We will not suspend unrelated purchases already paid for or withhold funds, personal data rights or other legal remedies because of non-payment.

During suspension we will not charge for services we do not provide merely because access is suspended. Any amount properly due for work already performed remains payable. Prepayments for services not supplied will be refunded, less only amounts we are legally entitled to retain.

We will not demand the whole remaining contract price or impose a penalty merely because one payment is missed. Any separately agreed cancellation charge must be lawful, proportionate and reflect recoverable loss after reasonable steps to reduce it.

16. Intellectual property and permitted use
Copyright and other intellectual property rights in our original website content, branding, written materials, resources and downloads remain with us or the relevant rights holder.

Unless a resource expressly grants wider permission, we give you a non-exclusive, non-transferable licence to view, download, save and print it for your own personal non-commercial use. This includes free downloads. Ownership does not transfer to you.

You may complete or adapt a template for your own personal circumstances and share the completed version privately with people supporting you where that is its intended purpose. Preserve copyright notices on the underlying resource.

You must not sell, republish, upload for public distribution blank copies of our resources without written permission. To recommend a free resource, share its original website link.

Any wider license stated with a particular resource takes priority. These restrictions do not override uses permitted by law. We do not claim ownership of third-party or user content.

17. Community participation and user content
Members retain ownership of their original posts and photographs. By posting, you give us a non-exclusive license to host, display and technically reproduce that material as needed to operate the community and make it available to its intended audience.

This permission does not authorise us to use private community content in public advertising without separate permission. It ends when the content is deleted, subject to limited backup retention and lawful record-keeping described in our Privacy Policy.

Community content is visible to authorised logged-in members, but we cannot guarantee that another member will never copy or disclose it. Members must not disclose others' private content outside the community without permission or another lawful basis.

We may restrict or remove unlawful content and content breaching these terms or applicable Community Guidelines, and proportionately restrict accounts. Where appropriate, we will explain the reason and provide an opportunity to challenge the decision, unless doing so would create a safety risk or breach the law.

Reports and complaints can be sent to heartofthevillageuk@gmail.com, including complaints about content, moderation, account restrictions or our compliance with online safety duties. Include enough information to identify the content or decision. We will assess reports, take appropriate action and explain the outcome where lawful and appropriate. You may request reconsideration using the same address.

Birth and life stories, and directory submissions are governed by their separate submission terms.

18. Affiliates, advertising and external services
We may receive commission from affiliate links and payment or other benefits for advertising or sponsored placements. We will identify commercial relationships clearly where required.

Purchases made directly from another business are governed by your contract with that business. External links and promotions do not make us the supplier of its products or services.

This does not exclude responsibility for our own statements, conduct or legal obligations. Where we are the seller at checkout, these shop terms apply even if another business helps fulfil the order.

19. Website availability and changes
We take reasonable steps to keep our website working and secure, but temporary interruptions can occur. We may carry out maintenance, fix security problems and update features. We will not use

this clause to remove paid content or materially reduce a contracted service without provisioning any remedy required by law. If an essential paid service becomes unavailable, contact us so we can restore it or provide an appropriate remedy.

Where reasonably possible, we will give advance notice of planned changes affecting paid access.

20. Events beyond our reasonable control - force majeure
An event beyond our reasonable control is an external or exceptional event that prevents or materially delays supply despite reasonable precautions and reasonable steps to avoid or overcome it.

Examples may include, but are not limited to, serious natural events, fire or flooding, war, government restrictions, widespread power or communications outages, and exceptional transport or supply-disruption. Sudden serious illness of an essential service provider may qualify where a suitable replacement cannot reasonably be arranged.

Ordinary financial difficulty, avoidable staffing or stock shortages, and events caused by our own failure to take reasonable care do not qualify.

If such an event affects your order, we will notify you without undue delay, explain its likely effect and take reasonable steps to reduce the disruption. Any suspension will be limited to the affected obligations and the period reasonably necessary.

If supply becomes impossible, or we reasonably expect the disruption to continue for more than 30 days, we may cancel the affected part of the contract by written notice. You may cancel the affected part without penalty if the delay is substantial or an essential agreed deadline cannot be met. You do not have to wait 30 days where the law gives you an earlier right to cancel.

On cancellation, we will refund payments for goods, digital content or services not supplied, including applicable delivery charges, without undue delay and within 14 days. A partial refund will reflect the affected part; you may cancel the whole purchase where the remaining part would not reasonably fulfil its intended purpose.

We will not charge you for future supply that will not occur or require you to accept a voucher. This clause does not excuse our own negligence, remove an accrued claim or override your legal rights.

21. Our responsibility and liability
Nothing in these terms excludes or limits liability for death or personal injury caused by negligence; fraud or fraudulent misrepresentation; liability under applicable product liability law; or any other liability that cannot lawfully be excluded or limited.

For consumers, we are responsible for loss or damage that is a foreseeable result of our breach of contract or failure to use reasonable care and skill. Loss is foreseeable if it is an obvious consequence or if both parties knew at contract formation that it might occur.

We do not apply an overall purchase-price cap to consume claims. We do not exclude your legal remedies for faulty goods, digital content or services, or responsibility imposed on us by data protection or online safety law.

Where you buy wholly or mainly for business purposes, subject to the first paragraph and the requirements of applicable law, our total liability arising from the affected contract is limited to the total price paid or payable under that contract. This business-only cap does not reduce any refund expressly due under these terms. Its enforceability remains subject to any applicable reasonableness test.

We do not guarantee particular medical, birth, relationship, legal, financial or other personal outcomes. This does not excuse failure to provide an agreed service with reasonable care and skill.

22. Suspension and termination for misuse
We may restrict access where reasonably necessary to address a security threat, unlawful activity or a serious breach of these terms. Immediate action may be necessary to protect users or comply with the law.

For less serious breaches, we will normally explain the issue and give a reasonable opportunity to correct it before terminating access.

Restrictions will be proportionate. Account closure does not automatically forfeit payments for undelivered orders or end your legal rights. We will refund unused prepayments unless we have a lawful, proportionate basis to retain an amount. Non-payment is dealt with under clause 15.

23. Changes to these terms
The version accepted when you place an order applies to that order. We will not retrospectively rewrite an existing purchase contract merely by changing this page.

For ongoing services, we may propose changes needed to comply with the law, address security issues or reflect reasonably necessary changes in operation. We will explain material changes and normally give at least 30 days' notice, unless an urgent legal or security requirement makes that impracticable.

If a proposed change materially disadvantages you, you may end the affected ongoing service before it takes effect without a cancellation penalty and receive any refund due for unused prepaid supply. Contract changes requiring your agreement will not be imposed without it.

24. Complaints and disputes
Contact heartofthevillageuk@gmail.com with your name, relevant order number and details of the complaint. We aim to acknowledge complaints within five working days and provide a substantive response within 14 days. If further investigation is needed, we will explain the delay and keep you updated.

You may request a review if you remain dissatisfied. Where a consumer dispute cannot be resolved, we will provide legally required information about an appropriate alternative dispute resolution

provider and explain whether we are willing or obliged to use it. You are not required to use our complaints process before exercising legal rights.

25. Governing law and general provisions
    These terms are governed by the law of England and Wales. Disputes will be dealt with by the courts of England and Wales, except where applicable consumer protection or jurisdiction laws give you a right to bring proceedings elsewhere. Nothing in these terms removes mandatory consumer protections that apply to you.

    If you are a consumer living in Scotland or Northern Ireland, you may also bring proceedings in the courts of the part of the UK where you live.

    For business customers, the courts of England and Wales have exclusive jurisdiction.

    If a provision is unlawful or unenforceable, the rest continues so far as it can operate fairly and lawfully. Delay in enforcing a right does not mean it has been waived.

    We may transfer our obligations only where this does not reduce your contractual or legal protection. We will notify you of a transfer affecting an ongoing contract and provide any cancellation right required by law.

    These terms do not remove binding pre-contract statements or representations, or exclude responsibility for fraudulent statements.