



Terms & Conditions

Creating clear agreements for a respectful journey together

"Every threshold is entered through relationship."

These agreements exist not simply to protect, but to create the conditions for trust, clarity and belonging."

Welcome

Welcome to She Changes. We create spaces for learning, creativity, reflection and connection with nature. These Terms explain how bookings, purchases and participation work so that expectations are clear for everyone. They are intended to support a relationship built on trust, care and mutual respect.

About She Changes

These Terms apply to purchases made through the She Changes website, including workshops, retreats, mentoring, events and downloadable resources.

Bookings & Payment

Your booking is confirmed once payment has been received and a confirmation email has been issued. Prices are shown in pounds sterling (£).

Digital Resources

Digital resources are licensed for your personal use. They remain the intellectual property of She Changes and may not be copied, shared or resold. By requesting immediate access, you consent to immediate delivery and acknowledge the effect this has on applicable cancellation rights for digital content under applicable UK and EU consumer law.

Workshops & Retreats

Workshop refunds: more than 30 days—full refund; 15–30 days—refund less a £20 administration fee; within 14 days—non-refundable unless the place can be filled. Retreat deposits are non-refundable unless stated otherwise.



Participation

Our work includes reflection, writing, nature connection, meditation and optional ritual. Participation is always invitational, never compulsory.

Privacy

Your personal information is handled in accordance with the UK GDPR and the Data Protection Act 2018. We collect only the information needed to deliver our services and never sell your personal information.

Our Commitment

We honour each person's lived experience and seek to create spaces where curiosity, compassion and respect can flourish.

Contact

Website: <https://www.shechanges.earth>

Email: louisetarrier@gmail.com

Cancellation & Refund Policy

At She Changes, we understand that plans sometimes change. This policy explains your rights if you need to cancel a booking or purchase and outlines our responsibilities if we need to make changes to an event.

We aim to balance fairness to our participants with the practical realities of running small workshops, retreats and educational experiences.

Your Consumer Rights

If you purchase a service or digital product online, you may have statutory cancellation rights under applicable consumer protection legislation, including the UK Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 and, where applicable,



equivalent consumer protection legislation within the European Union. These rights are not affected by this policy.

Workshops

If you need to cancel your place:

More than 30 days before the workshop

You will receive a full refund.

15–30 days before the workshop

You will receive a refund less a £20 administration fee.

14 days or fewer before the workshop

Payments are non-refundable.

However, if we are able to fill your place from a waiting list, we will refund your payment less the £20 administration fee.

Alternatively, you may transfer your booking to another person with our prior written agreement.

Residential Retreats

Residential retreats involve accommodation commitments, venue hire and advance planning. For this reason, different cancellation terms apply.

Deposit

Deposits are non-refundable unless otherwise stated on the retreat booking page.

Balance Payments

Updated July 2026



More than 60 days before the retreat:

Full refund of balance payments.

31–60 days:

50% refund of balance payments.

30 days or fewer:

No refund unless your place can be filled.

If we are able to fill your place, we will refund monies paid, less the deposit and a £50 administration fee.

You may transfer your booking to another participant if agreed by She Changes and if suitable arrangements can reasonably be made.

Illness or Emergency

If illness or unforeseen circumstances prevent you from attending, please contact us as soon as possible.

Although refunds cannot always be guaranteed, we will always try to offer one of the following where reasonably possible:

- transfer to a future workshop;
- transfer to another participant;
- partial refund where your place can be filled.

We recommend that participants taking part in residential retreats obtain appropriate travel insurance that includes cancellation cover. We will endeavour to fill your place so that you can obtain a full refund.



Cancellation by She Changes

Occasionally circumstances beyond our control may require us to postpone, reschedule or cancel an event.

Examples include:

- severe weather;
- venue closure;
- illness of the facilitator;
- public health emergencies;
- events beyond our reasonable control.

If this happens you may choose either:

- a transfer to an alternative date; or
- a full refund of monies paid directly to She Changes.

We cannot reimburse travel costs, accommodation booked independently, loss of earnings or other third-party expenses, so we suggest taking out suitable insurance cover so that you are not out of pocket.

Changes to Programmes

We occasionally make minor changes to programmes, venues, schedules or facilitators where necessary.

Such changes do not normally entitle participants to cancel or receive a refund, provided the overall nature and quality of the event remain substantially the same.

European Customers



Where She Changes sells directly to consumers within the European Union, we will honour any mandatory consumer rights that apply in the customer's country of residence.

Where required by applicable EU legislation, customers will also be provided with an easy-to-use electronic method of exercising their statutory withdrawal rights for eligible purchases.

Refund Policy for Digital Assets

Refund Policy

Thank you for your purchase of our digital assets. We strive to ensure that our products meet your expectations and provide value. However, if you are not completely satisfied with your purchase, we are here to help.

Eligibility for Refunds:

1. Refund Requests: Refund requests must be made within 14 days of the purchase date.
2. Proof of Purchase: Please provide proof of purchase when requesting a refund.
3. Non-Refundable Items: Due to the nature of digital assets, we generally do not offer refunds once the product has been downloaded or accessed. Exceptions may be made under the following circumstances:
 - The digital asset is defective or not as described.
 - There was a billing error, such as duplicate charges.

How to Request a Refund:

1. Contact Us: Send an email to info@louise-marlenatarrier.com with the subject line "Refund Request - [Product Name]".
2. Details Required: Include your order number, date of purchase, and a detailed description of the issue.



3. Review Process: Our team will review your request and respond within 5 business days.

Processing Refunds:

1. Approval: If your refund request is approved, we will process the refund to your original method of payment.
2. Timeframe: Refunds may take 5-10 business days to appear on your statement, depending on your payment provider.

Exchanges:

If you experience issues with your digital asset, we may offer an exchange for the same or a similar product. Contact Us: If you have any questions about our refund policy or need assistance, please contact us at louisetarrier@gmail.com. We value your satisfaction and are committed to providing quality products and support. Thank you for your understanding.

Contact

If you wish to cancel a booking or have questions about this policy, please contact:

She Changes

Website: www.shechanges.earth

Email: louisetarrier@gmail.com

We will always do our best to respond promptly and find a fair solution wherever possible.