Terms & Conditions

Jentle Hypnobirthing

Midwife-led hypnobirthing and birth preparation in East Lancashire

Last updated: November 2026

1. Who we are

These Terms & Conditions ("Terms") govern your booking of, and participation in, any Jentle Hypnobirthing course or workshop, including the Group Workshop, Private 1:1 Course, Refresher Course and Caesarean Birth Workshop, and any related materials (together, the "Courses"). The Courses are created and run by Jen, trading as Jentle Hypnobirthing, of Bluebell Avenue, Helmshore, BB4 6NF ("we", "us", "our"). You can contact us at jentlehypnobirthing@gmail.com or on 07929 465048.

By paying a deposit or booking a place on any Course, you ("you", "the participant"), and any birth partner attending with you, agree to be bound by these Terms.

2. About the Courses

Jentle Hypnobirthing offers midwife-led, evidence-based birth preparation for expectant parents and their birth partners, drawing on Jen's experience as an NHS midwife of over 11 years and IBCLC. Depending on the Course booked, this may include:

- In-person group sessions or private 1:1 sessions
- A hypnobirthing workbook and positive birth affirmation cards
- Access to downloadable relaxation MP3s
- Refreshments and a goodie bag (Group Workshop)
- A WhatsApp group for your workshop group (Group Workshop)
- Support from Jen by message up to the birth of your baby

The exact contents and inclusions of each Course are as described on our website or booking page at the time you book. We may update or refine course content over time to keep it current and useful, without reducing the overall value of the Course you booked.

3. Not medical advice

Our Courses provide education, practical tools and emotional support to help you prepare for birth. The content of the Courses is not medical advice, and does not replace the care of your midwife, obstetrician, GP or other qualified healthcare professional.

Jen is a qualified NHS midwife and IBCLC, and Courses are taught from that professional background. However, when teaching through Jentle Hypnobirthing, Jen is not acting as your midwife, and the Courses do not form part of your NHS maternity care. Please always seek the advice of your own healthcare provider on any health-related or pregnancy-related questions about your pregnancy, your labour or your birth.

If you have any urgent concerns about yourself or your baby, please contact your maternity unit or triage line, NHS 111, or 999 in an emergency, rather than messaging us.

Our relaxation audios, including any free audios, are intended for relaxation and emotional wellbeing only. They are not medical treatment, and they do not affect the outcome of your pregnancy, labour or birth.

4. Pricing and payment

Current Course prices are: Group Workshop £285, Private 1:1 Course £395, Refresher Course £105, and Caesarean Birth Workshop £150.

A **non-refundable deposit of £50** is required to confirm your place on your chosen Course, paid online through our website via PayPal. The balance of the Course fee (minus the deposit paid) must be paid in full at the first session of the Course.

Flexible payment terms may be available but must be agreed with us in advance. All prices are shown in GBP (£). We reserve the right to change our prices at any time; changes will not affect Courses you have already booked and paid a deposit for.

5. Cancellations by you

- If you cancel before the start of your Course, your £50 deposit is non-refundable.
- If you cancel after one or more sessions of your Course have taken place, no refund will be given.
- Course fees are non-refundable except in exceptional circumstances. If something unexpected happens (for example, your baby arrives early or you are medically advised not to attend), please let us know as soon as you can. We will always try to be flexible and reasonable.
- Cancellations should be made in writing to jentlehypnobirthing@gmail.com.

This section does not affect your statutory rights as a consumer.

6. Cancellations or changes by us

In the unlikely event that we need to cancel a Course, we will try to reschedule it. If this is not possible, or alternative dates cannot be agreed, you will receive a full refund of the total fee paid, including your deposit.

In the unlikely event that we need to cancel an individual session, we will try to reschedule it. If this is not possible, or alternative dates cannot be agreed, you will receive a refund for any sessions not yet taken. If it is not possible for all couples within a group to agree an alternative date, provision will be made for individual couples.

The refund per session is calculated as the total Course fee, minus the £50 deposit, divided by the number of sessions in the Course. No refund will be made for sessions already taken.

7. Rescheduling sessions (Private 1:1 Course)

If you are taking a Private 1:1 Course, we need at least **48 hours' notice** to change the date or time of a session. Where this notice is not given, the session fee will be payable, calculated as the

total Course fee, minus the £50 deposit, divided by the number of sessions in the Course. Exceptions may be made in exceptional circumstances.

Missed sessions in a Group Workshop due to your own unavailability are not automatically rescheduled or refunded.

8. Group workshops and the WhatsApp group

Our group workshops are a safe, supportive space. Personal stories and experiences shared by other participants, in sessions or in the WhatsApp group, should be kept confidential and not shared outside the group.

Joining your workshop WhatsApp group is optional. If you choose to join, your name and phone number will be visible to the other members of the group. The WhatsApp group is for peer support and encouragement, and is not a substitute for clinical care.

9. Course materials and downloads

Any workbooks, affirmation cards, relaxation MP3s and other materials provided as part of your Course are for your own personal, non-commercial use. We recommend downloading any digital materials you wish to keep so you always have them to hand.

10. Free resources

From time to time we offer free resources, such as relaxation audios, guides or downloads. These are provided to support you and are free for your own personal, non-commercial use.

Free resources remain the intellectual property of Jen / Jentle Hypnobirthing. Please do not copy, sell, upload or redistribute them. You are very welcome to share the sign-up link so others can download their own copy. Free resources are offered as they are, with no guarantees, and the "Not medical advice" section above applies to them in full. When you sign up for a free resource, you will also join our email list so we can send it to you and stay in touch, and you can unsubscribe at any time.

11. Intellectual property

All Course content, including session materials, workbooks, affirmation cards, MP3 audio, written materials, branding and the name "Jentle Hypnobirthing", is the intellectual property of Jen / Jentle Hypnobirthing and is protected by copyright law.

Your booking gives you a personal licence to use the materials for your own pregnancy and birth. You may not copy, reproduce, record sessions, resell, share, distribute, upload to other platforms or use any content for commercial purposes without our prior written permission.

12. Client voice and testimonials

Where client reviews, birth stories, photos or feedback are used in our marketing or content, these are only used with your permission, and may be anonymised or lightly edited for clarity while keeping their original meaning.

13. Limitation of liability

We provide our Courses with reasonable care and skill, drawing on genuine professional experience. However, to the fullest extent permitted by law, we are not liable for any indirect or consequential loss arising from your participation in a Course, or for outcomes relating to your pregnancy, labour or birth, which depend on many factors outside our control. Nothing in these Terms limits or excludes liability for death or personal injury caused by negligence, for fraud, or for any other liability that cannot be limited or excluded under UK law.

14. Data protection

Any personal information you provide when booking or taking part in a Course (such as your name, contact details, due date and any information shared on your enrolment form or during sessions) will be handled in accordance with our Privacy Policy, and in line with UK GDPR. We will never share your personal information with third parties for their own marketing purposes.

15. Changes to these Terms

We may update these Terms from time to time, for example to reflect changes to our Courses or the law. Any changes will be posted on our website. Material changes affecting existing bookings will be communicated by email where possible.

16. 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.

17. Contact us

If you have any questions about these Terms, or about your Course, please get in touch: jentlehypnobirthing@gmail.com, on 07929 465048, or via Instagram @jentlehypnobirthing.