

Terms and conditions

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Terms and conditions

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1 General Information

It is important that you read these terms and conditions (“**Terms**”) carefully, together with our Privacy Policy which can be read [here](#). By using our website or downloading and using the Anxia® application (the “**App**”), you agree to be bound by these Terms. If you do not agree with these Terms, you should not use our website or download or use the App. These Terms govern our relationship with you in relation to:

- our website;
- the App;
- the purchase of goods from this website, the App and or over the telephone; and
- applications to become a member of Anxiety UK, whether made online, via the App, over the telephone or by post.

If you have any questions about these Terms or do not wish to accept them, please contact us at email address info@anxietyuk.org.uk before continuing.

Please note that our Terms apply to all our services, including but not limited to text, Anxia® App, Ask Anxia®, therapy, courses, groups and helpline services (the “Services”). We can make changes to our Services at any time. If you do not agree to the changes, you can stop using our Services or cancel your membership (see section 14.2 “membership renewal and cancellation” below). By continuing to use our Services you will be treated as accepting the changes.

You may have other rights granted by law, and these Terms do not affect them.

2 Updates to these terms

These Terms may be amended from time to time, and we will let you know if this is the case. Please check our website for the latest version of these Terms and our Privacy Policy.

3 Who we are

Anxiety UK is a registered charity (“we”, “our”, “us”). Our registered office is at Nunes House, 447 Chester Road, Old Trafford, Manchester M16 9HA and our charity registration number is 1113403.

If you have any questions, please contact us by email at info@anxietyuk.org.uk

4 Data and data protection

Anxiety UK will only collect, process and store information we have openly collected from you or with your consent, in accordance with data protection laws. Your details will be held only by Anxiety UK and will not be made available to any third party, except where otherwise stated.

Anxiety UK is aware that email is not 100% secure. If you have any concerns about confidentiality and the data contained within documents being passed to us via email, then we are happy to accept encrypted emails and documents. You can then call to provide the password over the phone. If you would like details on how to encrypt documents, please contact services@anxietyuk.org.uk

No records will be kept of email correspondence other than the emails themselves (with the exception of incident reports and complaints, which are stored on our secure server) in accordance with the time scale referred to above. The Services will be routinely monitored to ensure that standards are maintained and that a quality service is consistently provided.

Anxiety UK, like any organisation, is vulnerable to attack by viruses and other technical problems.

Wherever possible, Anxiety UK will endeavour to ensure that its virus protection system is kept up to date and functional. When technical problems do arise, we will do our best to resume service as quickly as possible. As we do not have an IT department or worker, we cannot set a time frame for resolution of problems as we are dependent on the goodwill of volunteers.

Anxiety UK's [Privacy Policy](#) can be read [here](#).

5 Intellectual property

Anxiety UK is the owner or the licensee of all intellectual property rights in our website and the App, and in the material published on it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved.

You may print off one copy, and may download extracts, of any page(s) from our website or the App for your personal use and you may draw the attention of others to content posted on our site.

You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text.

Our status (and that of any identified contributors) as the authors of content on our website and the App must always be acknowledged.

You must not use any part of the content on our website or App for commercial purposes or financial gain, if you do Anxiety UK will seek to recover these costs by whatever means necessary.

If you print off, copy, download, share or repost any part of our site in breach of these Terms, your right to use our website, App, or Services will cease immediately and you must, at our option, return or destroy any copies of the materials you have made.

The above also applies to any material used or provided by Anxiety UK as part of training, webinars, courses, and groups.

6 Who can purchase from us

Anyone can purchase membership Services from us over the telephone, from our website or via the App that redirects to our website.

7 How to order

1. Simply click "add to cart" on any product to add it to your shopping cart.
2. You can find the shopping cart in the top right hand corner of your screen at any time.

3. Click “checkout” and enter your delivery details.
4. Choose your payment type at the bottom of the page.
5. Enter your billing and shipping address and check that the details there are correct.
6. You can pay by a variety of payment methods including via debit/credit card
7. All orders will have postage and packaging added to them. This is based upon a proportion of the value and weight of the goods. For delivery outside the UK there will be additional charges.

8 How your purchase contract with us is formed

Once you have completed compiling your order, you will be asked to confirm that it is correct. If it is not correct, you can revisit your order and correct the mistakes before confirming and submitting your order to us over the telephone, through our website or via the App that redirects to our website. It is your responsibility to ensure that your order is correct before submitting it to us. If you have any problems with your order, please email admin@anxietyuk.org.uk

When you submit your order, you are offering to buy the goods or services at the price set out in the order.

9 How we will process your order

Our acceptance of your order will take place when we send you an email confirmation to accept it, at which point a contract will come into existence between you and us.

If you discover that you have made a mistake with your order please contact (admin@anxietyuk.org.uk) immediately. We are unable to rectify mistakes after this time, although you still have the right to cancel described below.

If the goods that you have ordered are no longer available, we may offer you substitute goods of a similar nature and quality. In this case, we will contact you and ask if you wish to proceed.

10 Payment

All payments must be paid at the time of placing the order by debit card/credit card or via the variety of payment methods available as set out at the checkout page. If we are unable to accept your order for any reason then we will either not debit your credit card or refund any money paid by you in respect of that order. We will not dispatch the goods until we receive payment in full.

Should you require an invoice to be raised, please email admin@anxietyuk.org.uk advising of a) what goods or services you wish to purchase, b) any purchase order number, c) name and designation of the person placing the order and the organisation that they represent and d) where the order should be sent and for whose attention.

11 Delivery

Non-Digital Membership items are normally sent out within 48 hours of the receipt of an order (Monday to Friday 9-5 pm). If the order is placed outside of these times, the order will usually be dispatched on the next working day (with the exception of bank holidays). Orders within the United Kingdom are sent by second class post, unless an alternative delivery option is specified and paid for when the order is placed. For deliveries outside the UK, the method of delivery and estimated timing will be confirmed.

If we have not delivered the goods within 30 days of submitting your order or we have failed to advise you of a delay due to a product being out of stock, you may then cancel the contract and we will refund any money paid by you. Under the distance selling relations, if goods are not delivered within 30 days the customer has the right to cancel and receive refunds.

12 Claims for non-receipt, incorrect and defective items

Claims for non-receipt of goods or for goods which have been damaged in transit (such as Anxiety UK magazines, shop items etc.) should be made within 30 days of the dispatch of said goods (please note that all goods aim to be dispatched within 48 hours of an order excepting bank holidays). Due to Royal Mail policy, we are unable to initiate claims until 14 working days have expired since the non-receipt of goods.

If we have sent you an item which you did not order please notify us as soon as possible and return the item to us within 14 days in saleable condition. In return, we will ensure that you are not charged for the item and will refund the costs of postage. Please also let us know if you wish us to replace the incorrect item with the item which you ordered.

You should inspect the goods as soon as you receive them for any defects or damage. If you find a defect or damage you must notify us within 30 days of receiving the goods and return the goods to us forthwith. If the goods are found to be damaged, or defective, we will replace the goods or refund the price paid by you including the costs of delivery.

13 Refunds and returns

No refunds can be issued for any remaining membership term after payment has been taken for

renewed memberships.

Products (Books, CDs, DVDs etc)

If upon receipt of your order, you are not satisfied with the product, you have 14 days from receipt of your order to advise Anxiety UK in writing that you wish to return the product. Following this, you have a further 14 days to return the product for a refund or exchange it for a product of equal value. The refund will include the original purchase cost. Postage fees are non-refundable unless the item is faulty.

Refunds will not be given in the event the seal has been broken on CDs and DVDs. If products are not returned in saleable condition, your products will be sent back with no refund issued. You are responsible for the cost of returning the goods, unless the goods are defective

Digital Downloads including Membership packs received digitally

In the event that a digital download from Anxiety UK is defective (e.g. digital fact-sheet/resource), please contact us at admin@anxietyuk.org.uk and the download content will be replaced.

14 Membership

Memberships are provided in a digital format allowing access to the members' area of the website ("Digital Membership").

Anxiety UK does not control, maintain or endorse the membership benefits/services that are provided by third party organisations or third-party software and you acknowledge and agree that your use of them is at your own risk. Anxiety UK cannot guarantee continued access to any membership benefits/services provided by such third-party organisations. Anxiety UK assumes no responsibility for the content or operation of membership benefits/services that are provided by third party organisations or third-party software and we will not be liable for any loss or damage that may arise from your use of them (or such content).

The membership benefits/services will be valid at the time of purchase but are subject to a regular review. The membership benefits/services may be amended or withdrawn at any time and Anxiety UK will endeavour to notify you in advance of such changes.

Ordinary members do not have voting rights. The members of Anxiety UK in the legal sense are the Board of Trustees.

14.1 Denial and termination of membership and access to services

Anxiety UK reserves the right to deny membership, terminate membership and/or terminate access to our Services in the following circumstances:

- Where a user's conduct is contrary to the interests of other members and/or Anxiety UK staff/volunteers/Anxiety UK Approved Therapists and group and course facilitators. Examples include unlawful, threatening or abusive behaviour, harassment and obscene, defamatory spoken

or written comments or any breach of our Zero Tolerance Policy a full copy of which is available [here](#).

- Where Anxiety UK deems that membership or access to any of the charity's services would not appropriately meet a user's needs and where the limit of what Anxiety UK is able to offer in terms of support, has been reached.

Any user who has their membership or access to Services revoked will not be able to re-apply to become a member or access Services for a minimum of two years. Refunds will not usually be offered in such circumstances.

14.2 Membership renewal and cancellation

Any renewal offers or discounts available at the time of your renewal date are only valid for 30 days from the date that your renewal is due. After that time the relevant standard membership fee will apply as set out here <https://www.anxietyuk.org.uk/get-help/become-a-member/>

When new members join Anxiety UK via our website or the App, a confirmation email is automatically sent which includes information on your subscription, and how to cancel this – please see below:

*When each membership period comes to an end, a renewal notice will be issued and membership will be provisionally renewed for a further 12 months to ensure continuity of Services. **If renewal is not required you must inform Anxiety UK via email to: subscriptions@anxietyuk.org.uk at the earliest reasonable opportunity and at least 10 working days before the end of your membership period with MEMBERSHIP CANCELLATION in the subject line.***

We will also send you a reminder that your renewal is due providing you with a further opportunity to inform us renewal is not required **via email to: subscriptions@anxietyuk.org.uk at the earliest reasonable opportunity and at least 10 working days before the end of your membership period with MEMBERSHIP CANCELLATION in the subject line.**

We can change your membership price at any time by providing you with at least 30 days' notice to your registered email address. If you are not happy with the change, you can cancel your membership by getting in touch with us before the 30-day notice period comes to an end. If you do not cancel your membership before the 30-day notice period comes to an end, you will be taken to have accepted the new fees.

14.3 Membership refunds

The process for becoming a member of Anxiety UK is set out [here](#).

Digital Memberships

To retain your right to cancel your Digital Membership, Anxiety UK will not supply your Digital Membership pack in digital format until after a '14 day cooling off' period.

If you wish to receive your Digital Membership pack immediately upon confirmed settlement of purchase (i.e. waive the '14 day cooling off' period), we will require your express consent and your right to cancel the purchase will be lost.

A refund for membership is separate from a therapy Service refund, as membership and therapy are two separate services.

14.4 Membership benefits

As stated at section 14 above, Anxiety UK cannot guarantee continued access to any membership benefits/services provided by third-party organisations.

15 Therapy services

Anxiety UK provides a referral service in respect of therapy Services. It does not provide therapy Services directly to members/non-members or other parties. Once a member is referred to an Anxiety UK Approved Therapist, the contract for supply of therapy Services is formed between the member and the relevant Anxiety UK Approved Therapist. Anxiety UK Approved Therapists are not employees or workers of Anxiety UK when carrying out the therapy Services.

Any payments Anxiety UK collects from members/non-members or other parties on behalf of the therapists for the therapy Services the therapist has provided to the member/non-member are either passed on to the relevant Anxiety UK Approved Therapist or retained by Anxiety UK as the referral fee due to it from the therapists (as applicable).

In the event, following being referred to an Anxiety UK Approved Therapist that a client requests to be reallocated to another Anxiety UK Approved Therapist, Anxiety UK reserves the right to charge a £25 re-allocation fee to cover administrative and staff time. This includes instances when a client has not declared any special requests or limitations in availability when completing and submitting a referral request.

Whilst we always try to accommodate special requests, due to limited capacity we are unable to guarantee these can be met.

Therapy sessions must begin within three months of submitting a therapy request form. If this timeframe is exceeded, a new referral form will be required to ensure we have accurate and up-to-date information.

15.1 Therapy service refunds

Anxiety UK does not offer refunds of fees paid directly to Anxiety UK for therapy sessions, including the £20 initial therapy booking fee, in the following circumstances:

- In-person, face-to-face sessions are not available.
- You change your mind about pursuing therapy, whether due to obtaining access to NHS or private services, or for any other reason, including failure to provide required evidence of eligibility.
- You feel that therapy is not the right fit for you.
- Therapy does not meet your desired outcomes.
- Where your eligibility for our therapy services is unclear (i.e. you are unable to meet all eligibility criteria), in most circumstances we will refer you to an Anxiety UK Approved Therapist for an assessment. As part of the assessment, with your permission, it may be necessary for the therapist to contact your GP and/or others involved in your care to determine your suitability for the service. As is standard, this assessment session would be classed as one therapy session. If after this assessment it is determined that our therapy services are not appropriate for you at this time, you will be only charged for the first therapy session, minus the £20 referral fee, with any therapy overpayment refunded.

Should your financial circumstances change, we are unable to provide a refund for any difference in session fees. However, you will be entitled to lower ongoing session fees, where appropriate, upon production of relevant supporting documentation.

In exceptional cases where a refund for therapy Services is offered, any refunds made will be minus a service fee of 15% of the therapy Service price (i.e., costs incurred in relation to making available the therapy Service).

Refunds for therapy Services and refunds for memberships are separate.

All refund requests for therapy Services must be submitted within three months of the original purchase of the therapy Service.

Should you decide or be unable to progress with therapy immediately, we will honour any therapy sessions fees paid directly to Anxiety UK up to twelve months from the date of the initial payment.

We do not refund therapist joining application fees made by prospective Anxiety UK Approved Therapists.

16 TAUK (TAUK to us)

Detailed terms for accessing a one-off support call service.

This service provides personalised support and information/signposting relating to anxiety.

Whilst TAUk is generally intended as a one-off service, in the event you decide to make further bookings, we cannot guarantee that we can connect you to the same advisor.

- This service is not a crisis service.
- This service is for those aged 18+ only.
- This service can only be accessed by those based in the UK (fluent in English language).
- The person who makes the booking must be the one to access the service. Do not book on behalf of someone else. Bookings are non-transferable.
- In the event that the TAUk advisor is unable to reach the TAUk attendee due to no answer, supply of an incorrect contact number or following a call disconnection/failure etc., or any other circumstance related to the TAUk attendee not being contactable, the TAUk session will be deemed concluded unless there are exceptional circumstance which must be communicated via email to admin@anxietyuk.org.uk, in which case the remaining time of the TAUk session will be delivered at a mutually convenient time.

If the TAUk attendee's phone disconnects/fails during a TAUk session, the TAUk advisor will make one attempt to call back the TAUk attendee within the 30-minute TAUk slot booked. Anxiety UK reserves the right to make the final decision on whether to honour the remaining minutes of the TAUk call.

- Any links or references made to products or services are for information purposes and should not be construed as clinical advice. Any decision to purchase or progress with any services discussed is solely down to the TAUk attendee.

TAUK advisors are not therapists/clinicians.

- This is not a clinical service and should not be deemed as a therapy/clinical interaction.
- We may follow up your call (if you require this) with an email relevant information on any services discussed. If you would prefer us not to do this, please let us know when making your booking.
- Bookings can be rescheduled 3 hours before the planned call but cannot be booked for a time less than 24 hours from the original booking.
- All bookings are non-refundable.
- You will receive an automated email in advance of your booking. If you do not receive this information, please email admin@anxietyuk.org.uk.

Anxiety UK reserves the right to deny access to the TAUk service and to terminate access in the following circumstances:

- Where a user's conduct is contrary to the interests of Anxiety UK and TAUk advisors. Examples include unlawful, threatening or abusive behaviour, harassment and obscene, defamatory spoken or written comments or any breach of our Zero Tolerance Policy, a full copy of which is available [here](#).
- Where Anxiety UK deems that access to TAUk would not appropriately meet a user's needs, including where the limit of what Anxiety UK is able to offer in terms of support, has been reached and/or in regard to the scope and remit of the TAUk service.
- Bookings must be made for yourself only. We reserve the right to decline, suspend, or end calls suspected to be made on behalf of someone else, as the primary purpose of this 'TAUK to us' service is to support individuals that are directly affected by anxiety/anxiety disorders.

Any user who has had access to TAUk denied or revoked will not be able to re-apply to access the TAUk service for a minimum of two years. Refunds will not usually be offered in such circumstances.

From time-to-time, Anxiety UK may offer free access to the 'TAUK' to us service for individuals experiencing financial hardship, accessible via submission of the relevant application form.

Anxiety UK reserves the right to limit access to, and availability of, free 'TAUK' calls via the 'TAUK' to us service.

Anxiety UK aim to review any applications for free to access 'TAUK' to us appointments within 1 week of receipt. If you have not had a response within two weeks of applying, your request has been unsuccessful.

Successful applicants will receive a one-time use code to access the service. This code must be used by the expiry date and is not transferable or exchangeable for, or towards any other product or service. If after making a booking, you subsequently cancel or amend your booking, your code will no longer be valid. Unfortunately, we are unable to extend expiry dates and codes cannot be replaced if not used or lost.

16.1 Art for Anxiety Relief (AfAR) courses

Anxiety UK's online, Art for Anxiety Relief (AfAR) courses offer a range of creative genres, running once a week over a set number of weeks. Details of the courses can be found here <https://www.anxietyuk.org.uk/get-help/anxiety-uk-courses-and-groups/>

This course is for those with direct experience of and who are affected by anxiety and related challenges. You understand the sessions are not offering any treatments or cures for any medical/psychological conditions that you may have, nor making any kind of guarantees or outcomes from your participation in the sessions.

As part of our quality assurance process, Anxiety UK may contact you at the end of your course to gain feedback regarding your experience. Anxiety UK may also ask you to assist in research to review the benefits of AfAR courses for supporting those living with anxiety.

You will receive all the necessary details and information prior to the course taking place. If you have not received this information or are unable to attend a session, please email courses@anxietyuk.org.uk Anxiety UK reserves the right not to deliver a course in the event that the minimum booking number is not achieved. In such instances, any bookings will be transferred to the next available course, and email confirmation sent. Please note we are unable to issue a refund if you cannot attend the course.

16.2 Therapist-led anxiety management course

Anxiety UK's online, therapist-led anxiety management course run weekly over a set number of weeks. It is facilitated by an experienced Anxiety UK Approved Therapist and aims to provide participants with information and strategies to manage anxiety.

This course is for those with direct experience of and who are affected by anxiety and related challenges. You understand the sessions are not offering any treatments or cures for any medical/psychological conditions that you may have, nor making any kind of guarantees or outcomes from your participation in the sessions.

As part of our quality assurance process, Anxiety UK may contact you at the end of your course to gain feedback regarding your experience. You will receive Zoom details and an information sheet one working day prior to the course taking place. If you have not received this information or you are unable to attend a session, please email courses@anxietyuk.org.uk Please note we are unable to issue a refund in the event you cannot attend the course.

16.3 Non-transferable bookings

Bookings made for courses or groups are non-transferable. Anxiety UK reserve the right to refuse access to a course or group if it is believed that a booking has been made on behalf of another person.

Any queries in relation to making bookings should be sent to courses@anxietyuk.org.uk

16.4 Anxiety UK members' anxiety support groups

Terms around facilitated peer-support groups.

This service provides the opportunity for Anxiety UK members to share experiences, coping strategies, tools and techniques relating to anxiety, in a safe, facilitated space.

This is not a clinical service. The anxiety support groups are facilitated by Anxiety UK staff with lived experience of anxiety. They are not therapists/clinicians and in this service, do not operate in a clinical capacity.

Anxiety support groups will be delivered via Zoom. A link to the relevant group will be sent up to one day before the group is scheduled.

All attendees must ensure they comply with our support group ground rules, provided to attendees when making a booking.

Anxiety UK reserves the right to deny access to the support groups and also to terminate access in the following circumstances:

- Where an attendee's conduct is contrary to the interests of Anxiety UK and group facilitators.

Examples include unlawful, threatening or abusive behaviour, harassment, and obscene, defamatory spoken or written comments or any breach of our Zero Tolerance Policy, a full copy of which is available [here](#).

- Where a booking is made, and a member does not attend or where a member does not comply with the above ground rules.
- Where an Anxiety UK member shares the unique booking link to enable a non-Anxiety UK member to make a booking, or if a booking is made on behalf of a another person.

Any attendee who has had access to support groups denied or revoked will not be able to re-apply to access the service for a minimum of two years.

Due to high demand, and to ensure as many Anxiety UK members as possible can benefit, we reserve the right to limit the number of sessions members may attend.

17 Training and webinars

Training delivered by Anxiety UK, be it online, face-to-face or via a webinar, are subject to the following conditions:

Online training and webinars are delivered via the Zoom meeting and webinar platforms subject to you agreeing to Zoom's terms and conditions and privacy policy.

Cancellation for training/courses/workshops/webinars

If you wish to cancel a booking the following applies:

- Where over 30 working days' notice is provided, you will be provided refund less a service fee of 15% (i.e. costs incurred in relation to arranging the training/courses/workshops/webinars).
- Where less than 30 days working days' notice is given, you will be provided a 50% refund plus a service fee of 15% (i.e. costs incurred in relation to arranging the training/courses/workshops/webinars) will be applicable.
- Where less than 14 working days' notice is given, no refunds are applicable.

All cancellations must be received in writing to info@anxietyuk.org.uk.

In the event of a training package course/workshop/webinar being cancelled by Anxiety UK, fees for that course/workshop, if already paid by you, will be refunded in full.

18 Third party products and services

Anxiety UK members are eligible for a number of membership benefit/services, which include free access to third party products or services. By purchasing or accessing the specific member benefit,

you are/ may be subject to the specific terms and conditions and privacy policy of third parties.

18.1 Limitation of liability

Anxiety UK is a facilitator to any third party products and services provided as membership benefits. Unless otherwise stated, Anxiety UK will assume no liability for the terms and conditions and privacy policies of any third parties or any expenses or disputes arising thereof.

18.2 Free products and promotions

Any promotion or offer for free products for members can only be mailed to a UK address and are limited to one product per member and only while stocks last. Free products will be posted/emailed within 28 days of the competition, or the giveaway conditions been met or closing. Anxiety UK cannot guarantee any free product or giveaway and cannot be held responsible for product failures. Any free goods/promotional products cannot be exchanged for any other product or services.

18.3 Competition ownership rights

By submitting your entry, you agree to transfer full ownership rights of the content to Anxiety UK who may use it in its services, campaigns, and other work supporting people with anxiety. Anxiety UK will therefore retain your composition and your name for as long as is necessary. States content submitted becomes property of Anxiety UK.

19 Anxia® App

The App is intended for use by you to access our Services.

We license you (on a non-exclusive, non-transferable basis) to use the App and to access and use the content and Services provided through the App.

From time to time, we may automatically update the App to improve performance, enhance functionality, reflect changes to the operating system or address security issues. Alternatively, we may ask you to update the App for these reasons or you may need to download IOS/ Android updates to keep using the App. If you choose not to install such updates or you opt out of automatic updates you may not be able to use the App or certain functionality may be impaired.

20 Functioning of the App

The App requires a device running either Apple iOS 13.0 and above or Google Android 5.0 and above. Anxiety UK does not warrant that the App will be compatible with your mobile device.

In your use of the App, you will: (a) not attempt to gain unauthorised access to any portion or feature of the App, by hacking or any other illegitimate means; (b) not copy the App, or any content on or available via the App; (c) not use the App in a way that could damage, impair, or compromise our systems or interfere with other users.

The ways in which you can use the App may also be controlled by the rules and policies of the app store that you use to download the App. For Apple iTunes AppStore see the terms available at <https://www.apple.com/legal/internet-services/itunes/dev/stdeula/> and for Google Play see the terms available <https://play.google.com/about/play-terms/index.html>.

These Terms are between you and us. However, you acknowledge and agree that the relevant app store is a third party beneficiary of these Terms and that they will have the right to enforce these Terms as a third party beneficiary.

The relevant app store's rules and policies will apply instead of these Terms if and to the extent that there is any conflict between the two.

21 Zero tolerance policy

Anxiety UK operates a zero tolerance approach to abuse of all staff, facilitators, trainers, volunteers and Approved Therapists. A full copy of the policy is available [here](#). By dealing with Anxiety UK, you hereby acknowledge that you have read and understood the zero tolerance policy and agree to comply with it at all times. Any user who has their access to membership or Services revoked will not be able to re-apply to become a member or access Services for a minimum of two years.

22 Complaints policy

This policy is designed to provide a positive response to complaints and comments and ensure that Anxiety UK is open about the improvements that we have made as a result of feedback. Normally complaints should be submitted as soon as reasonably practicable and within 3 months of the activity relating to the complaint occurring, especially in the case of therapy Services to allow any necessary action to be taken as soon as possible. A copy of the policy can be downloaded/read [here](#).

None of the above affects your statutory rights, For further information about your statutory rights please visit: <https://www.gov.uk/consumer-protection-rights>