

Terms and Conditions for The Cake Pro Academy Membership

1. General Information

- **References:** Any references to “I,” “we,” or “me” within these terms and conditions relate to **Kristina (a.k.a Krissy) Quinton of The Cake Business Lounge**. The Members Area always refers to the member account on MemberVault.
- **Name & Purpose:** The membership is called **The Cake Pro Academy (from 1st January 2025)** and is operated by **Kristina Quinton** as part of **The Cake Business Lounge** (formerly known as The Baking Business Lounge). This membership is aimed at established cake businesses looking to excel in the luxury cake market, providing coaching, training, and a supportive community.
- **Eligibility:** It is highly recommended that members are registered cake businesses with a reasonable level of experience in the cake industry. The membership is open globally but is based in the UK.
- **Membership Duration:** The membership operates on a monthly rolling basis or annually, as preferred by the member.

2. Fees and Payments

- **Monthly Payment:** The cost of membership is **£25 per month**, or the amount advertised and agreed at the time of joining. Monthly payments will remain the same as agreed upon joining until the membership is cancelled.
- **Annual Payment:** Members can choose to pay **£250 annually** (12 months for the price of 10). The annual payment will also remain the same as agreed upon joining until the membership is cancelled.
- **Rejoining:** If a member cancels and later rejoins the membership, the price may change to the amount advertised at that time.
- **Payment Commitment:** Members on monthly payment plans agree to commit to ongoing monthly payments, and fees will remain at the rate agreed upon at the time of purchase until cancellation. Payment methods will be handled via Stripe, with payments taken on the same date of every month for monthly memberships, or annually on the same date each year. If a monthly payment is missed, a reminder will be sent, and if the payment is not made within 7 days, the member will be removed from the membership, the Facebook group, and have their access revoked to the members area.
- **Cancellations & Refunds** can be found in Section 7.

3. Access & Benefits

- **Member Benefits:** Members gain access to:
 - Expert training sessions (monthly).
 - Group coaching sessions (twice a month).
 - Coffee morning chats (monthly)
 - Secure recordings of expert sessions and any associated materials & resources.
 - A private Facebook group for networking, collaboration, and event news.
 - A members’ list and/or map to provide opportunities for networking and referral of work.
- **Platform:** All training sessions will be conducted via Zoom, with recordings made available on MemberVault. Hot seat coaching sessions and coffee mornings will not be recorded, but a summary will be shared using anonymised transcripts via Fathom.

- **Session Details:** Hot seat sessions will be limited to five members on a first-come, first-served basis, with priority for those who haven't participated recently. Members are encouraged to participate and share their knowledge.
- **Feedback & Contributions:** Members are encouraged to provide feedback, suggest content, and even offer their own training sessions based on their expertise. Please contact Krissy to discuss potential contributions.

4. Facebook Group Access

- The Facebook group is a private group that requires an active membership to The Cake Pro Academy. Permission to join the Facebook group will only be granted once payment has been received. The group will be open to new members at specific times of the year (dates to be announced) or at my discretion.
- Members will be removed from the group if they cancel their membership. The group is a space for networking, collaboration, and news updates but is not available 24/7; immediate responses from any group members or expert should not be expected.

5. Community Guidelines

- **1-1 Coaching:** The membership does not include 1-1 coaching. If required, members may refer to the separate price list for 1-1 coaching services.
- **Conduct:** You must not post content that:
 - Is abusive, threatening, or discriminatory.
 - Violates the privacy of other members.
 - Contains advertising or solicitation.
 - Includes illegal, misleading, or offensive materials.
 - Infringes on intellectual property rights.
- **Monitoring & Removal:** I reserve the right to monitor all content posted in the Facebook group and live Zoom sessions. Any content deemed inappropriate or in violation of these terms may be removed. I am not responsible for content posted by other members but reserve the right to edit or remove objectionable content.

6. Intellectual Property & Content Usage

- **Ownership:** All content within The Cake Pro Academy, including videos, resources, and group posts, is for personal use only. Members are not allowed to share, distribute, or exploit this content outside the Academy.
- **Content Restrictions:** Each piece of content is owned by its author, whether Krissy, guest experts, or other contributors create it. Members may use the content for personal educational purposes, but must not redistribute or commercially exploit any files or assets.
- **Account Usage:** Members are responsible for all activities under their login. Sharing login details is prohibited. Members should change their passwords upon joining and report any unauthorised use immediately.

7. Cancellation, Termination & Refunds

- **Cancellation:** A minimum of four working days' notice is required to cancel the membership.
- **Member Cancellation:** To cancel your membership, email hello@thecakebusinesslounge.co.uk with a request. Billing will stop at the end of the current month or year, depending on the subscription type.

- **Owner Rights:** The Cake Pro Academy reserves the right to terminate memberships for missed payments, violations of rules, or any breach of these terms. Members may rejoin after cancellation, due to missed payment, once a payment is received.
- **Refunds:** No refunds are offered for memberships, including pro-rata refunds.
- **Cooling Off Period:** A 14-day cooling-off period applies from the date of the first payment, during which members may request a refund if they choose to cancel their membership. However, members will not be eligible for a refund if they access the Members' Area (via MemberVault) and/or the Facebook group within those 14 days. Once access to these areas is granted, within the 14 day cooling off period, members will have full access to membership content, and the standard cancellation notice terms will apply.

8. Limitation of Liability

- **Disclaimer:** The Cake Pro Academy does not guarantee uninterrupted or error-free access to the members area or content. The membership area and content are provided "as is" without any guarantees regarding accuracy, timeliness, or completeness.
- **Liability:** The Cake Pro Academy and its affiliates are not liable for indirect, incidental, or consequential damages, including loss of revenue or profits, resulting from the use of or inability to access the members' area or content.

9. Amendments to Terms

- **Changes to Terms:** The Cake Pro Academy reserves the right to change these terms at any time, with prior notice to members. Members will have the opportunity to cancel their membership with a pro-rata refund if they do not agree to the changes. Continued membership will be considered acceptance of updated terms.

10. Governing Law

- **Jurisdiction:** These terms are governed by the laws of Great Britain, and any disputes will be subject to the jurisdiction of the courts of Great Britain.

11. Privacy Policy

Please see the full privacy policy at <https://www.thecakebusinesslounge.co.uk/privacypolicy>

Contact details: Krissy Quinton - hello@thecakebusinesslounge.co.uk - +447889946806

T&Cs Updated: 2nd November 2024