Policy 1: Plans, Refunds and Cancellation

A Cuerpo | Version 1 | Effective from 17-11-2026

1. About this policy

This policy explains how our plans work, what happens when they end, and your rights if you want to cancel or ask for a refund. A Cuerpo is a trading name of Susan Paez, a sole trader based in the UK. You can contact us at susanpaez@acuerpo.co.uk. Email is the quickest way to reach us. You can also write to us by post at The Bristol Office, 2nd Floor, 5 High Street, Westbury-on-Trym, Bristol, BS9 3BY, UK. Post to that address is opened and scanned by our address provider and sent to us electronically, so email will normally reach us sooner.

2. Our plans

You can access the A Cuerpo resource library on one of the plans below.

Plan	Price	What you get
Free taster	£0	One month of access to selected resources. No payment and no card details needed. The community is not included.
1 month	£35	One month of full access to the resource library.
3 months	£90	Three months of full access to the resource library.
12 months	£252	Twelve months of full access to the resource library.

Paid plans are a single payment for a fixed period of access, which starts when you buy. The price you see at checkout is the full price. We do not add hidden fees.

The free taster is limited to one per person.

The online community is optional and is included with paid plans only. It is not part of the free taster.

No automatic renewal. None of our plans renew automatically. The free taster never turns into a paid plan, and we will never take payment unless you choose to buy a plan.

How the resources work. The resources are online. Videos are streamed on our website and downloadable resources are provided as files such as PDFs. You need an internet connection and a device with an up-to-date web browser to use them.

3. Who can buy

Our plans are for adults aged 18 or over who live in the UK. At checkout you confirm that you are 18 or over and that you live in the UK. We may use the details you give us, such as

your phone number and billing address, to help confirm this. If we find that a plan was bought by someone who does not live in the UK, we may cancel it and refund the price paid.

4. When your plan ends

Your access ends automatically at the end of your plan. This includes the resource library, downloads and, if you were a member, the community. You can buy a new plan at any time, at the price shown on our website on that day. Your plan will not renew.

Files you saved to your own device while your plan was active can still be used for personal educational use, as described in our Code of Conduct. You must not share, sell or upload them.

5. Changes to the course and availability

We may update, add or remove individual resources over time to keep the course accurate and useful. Our website and community run on a third-party platform, so we cannot promise they will always be available without interruption. This does not affect your legal rights.

6. Price changes

We may change our prices or plans in the future. Any change applies only to purchases made after the change. The price you pay at checkout applies for the whole of that plan, and we will never increase the price of a plan you have already bought.

7. Your right to cancel and access to digital content

When you buy online, you normally have 14 days to cancel under the Consumer Contracts Regulations 2013. For digital content, you lose this right once access begins, if you have agreed to this beforehand.

Before you pay, we ask you to tick a box to confirm both of the following:

- You want access to start immediately.
- You understand that once access begins, you lose your right to cancel and will not get a refund if you change your mind.

The wording at checkout is: “I want immediate access to the course resources. I understand that once access begins I lose my 14-day right to cancel, and I will not be entitled to a refund if I change my mind.”

You cannot complete a purchase without ticking this box. We will send you an email confirming your purchase and this agreement.

8. Your legal rights

Nothing in this policy affects your legal rights. Under the Consumer Rights Act 2015, digital content must be as described, of satisfactory quality and fit for its purpose.

If a resource is faulty, cannot be accessed or is not as described, please email us at susanpaez@acuerpo.co.uk. We will try to fix the problem or replace the resource. If we cannot, you may be entitled to a price reduction or a refund.

9. Other refunds

If you are charged twice by mistake, we will refund the extra payment. Apart from that and your legal rights, any refund is entirely at our discretion. If we choose to give a refund in one case, this does not mean we will give one in another.

10. How to ask for a refund or help

Email us at susanpaez@acuerpo.co.uk with your name, the email address on your account and what has happened. We will reply as soon as we reasonably can. Where the law entitles you to a refund, we will pay it to the original payment method without undue delay, and within 14 days of agreeing that you are entitled to it.

11. If we remove your access

If we remove your access for a serious breach of our Code of Conduct, we will not refund the unused part of your plan. A serious breach includes sharing your login, copying or redistributing the resources, harassing other members, or posting illegal content. If we remove your access, we will tell you why, and you can reply to ask us to review our decision. This does not affect your legal rights.

12. Governing law

This policy is governed by the law of England and Wales. If you live in Scotland or Northern Ireland, you can also bring a claim in the courts there, and you keep any rights that the law of your part of the UK gives you.

13. Changes to this policy

We may update this policy from time to time. Changes apply to purchases made after the update.