Your planning agreement

1. Who provides the service

Road to Relief is provided by DIVITIAE GROUP LTD (company number 13155837). Registered office: 510 The Chocolate Factory, 5 Clarendon Road, London, United Kingdom, N22 6XJ. Support email: bookedola@gmail.com. Customer correspondence can be sent to the registered office above.

2. Your scope and price

The standard package includes two one-hour online sessions and personalised planning resources. Your written quote identifies the agreed work, total price including any applicable taxes, payment arrangements and delivery timetable. It also identifies any agreed work outside the standard package. We will provide the quote and these terms in a form you can save before you accept or pay.

The resources may cover priorities and next steps; relevant options, costs and tradeoffs; practitioner questions; a personalised travel and logistics checklist; practical contingencies; and a reusable planning record. Your quote makes clear which resources and level of work are included. No particular treatment, clinical result or financial saving is guaranteed.

3. Accepting and paying

Your contract begins when we receive the agreed payment. We supply the written quote and these terms beforehand, clearly stating that paying accepts them. The service fee is paid upfront by payment link. Private session-booking access follows confirmed payment. The free fit call does not commit you to buying. Any request to begin during an applicable statutory cancellation period is recorded separately from acceptance by payment.

4. Practical support and third-party providers

This is non-clinical planning support. We do not diagnose, interpret clinical results, prescribe treatment or replace advice from qualified healthcare professionals. Please keep medical records and detailed health information out of booking and payment forms.

You contract with and pay clinics, accommodation, transport and other trip providers directly. Our payment links collect our own service fees only. Any bespoke booking assistance requires a separate written scope and fee before it starts. Your statutory rights are unaffected by these service boundaries.

5. Delivery

Sessions take place online. We agree session arrangements and the resource-delivery timetable in the written scope. You will receive the practical joining information needed for each call. We confirm agreed changes in writing. Unused sessions do not expire. We aim to complete your second session within 45 days after your first session is completed, preferably sooner so the work keeps moving. This is a shared planning target, not an expiry date or forfeiture of unused sessions.

Cancellation and refunds

6. Your statutory cancellation period

For a consumer distance-service contract covered by the cancellation rules, you may cancel without giving a reason during the statutory period. It normally ends 14 days after the day the contract is entered into. Tell us by a clear statement sent to bookedola@gmail.com or our customer postal address. Your cancellation is in time if your communication is sent before the period ends. You can use the model statement on the next page, but do not have to.

7. Starting before the cancellation period ends

You can choose to start promptly after payment or wait until the statutory cancellation period ends. We will not begin paid work during that period without your separate express request. Payment, booking a session or accepting the terms alone does not count as that request. Agreed preparation is part of the service; reserving a future appointment does not mean the service has been fully supplied.

If you request an early start and cancel before completion, any lawful charge is proportionate to the service actually supplied up to cancellation against the agreed total price. Where that total is excessive, the applicable market-value rule applies. We will explain the calculation and refund the balance due. We will not charge for early work where the required cancellation or cost information, or your express request, was missing.

You lose the statutory cancellation right during that period only once the whole package - both sessions and all agreed personalised resources - has been fully supplied, provided performance began with your express request and acknowledgement of that consequence. Payment or the first call alone does not remove that right.

8. How statutory refunds are made

Where a statutory cancellation refund is due, we refund it without undue delay and within 14 days after you tell us you are cancelling. We use the original payment method unless you expressly agree otherwise. We do not charge a refund fee.

9. Your separate early-start request

Only make this request if you want paid work to start before the cancellation period ends. You may send the statement below by a separate email reply. If an optional checkbox is used, it will be unticked and separate from payment acceptance and marketing choices. If you do not make the request, paid work will wait until the period ends.

"I expressly request and consent to Road to Relief starting my planning support, including agreed preparation, before my 14-day cancellation period ends. If I cancel during that period before the whole package is completed, I understand I must pay only a proportionate amount for the service actually supplied up to cancellation, as explained in the terms. I acknowledge that, if the whole package - both sessions and all agreed personalised resources - is fully supplied during that period, I lose my statutory right to cancel once it is fully supplied."

We will confirm your request and the applicable quote and terms by email before starting work. Keep that confirmation for your records.

Changing plans and getting help

10. Rescheduling and missed sessions

You may reschedule a session without charge by giving at least 24 hours' notice. We agree the replacement time together. If you give less notice or miss a session, we will consider the circumstances and try reasonably to reduce any loss, including by offering the time to someone else where possible.

Any late-cancellation or no-show charge must be fair, clearly explained and limited to evidenced net loss, after savings and reasonable mitigation. It is not an automatic loss of the whole package or full session price. We explain any proposed charge and any amount still available for undelivered work. Your statutory cancellation rights take priority.

11. Ending the service after the statutory period

You can contact us to end the remaining service. We will explain any fair amount due for work already supplied or evidenced net loss from cancellation, taking account of savings and reasonable mitigation, without double charging. We will refund the balance due for undelivered work. No automatic whole-package forfeiture is adopted by this policy.

12. If we cannot deliver

We contact you to agree a suitable alternative. If we cannot provide the agreed service and no alternative is agreed, we refund unprovided work. We do not retain payment for work we do not supply without a lawful basis.

13. Quality, concerns and your rights

We perform the service with reasonable care and skill. Contact our confirmed support address if something is wrong so we can discuss an appropriate remedy. These terms do not remove mandatory consumer rights or remedies. They do not exclude liability that cannot lawfully be excluded, including liability for death or personal injury caused by negligence.

14. Model cancellation statement

To: DIVITIAE GROUP LTD, trading as Road to Relief
Email: bookedola@gmail.com
Customer postal contact: 510 The Chocolate Factory, 5 Clarendon Road, London, United Kingdom, N22 6XJ

I give notice that I cancel my contract for the Road to Relief planning service.
Contract agreed on: _____
Consumer name: _____
Consumer address: _____
Signature (only if sent on paper): _____
Date: _____

Adopted 21 November 2026. These terms apply together with your individual written quote.