

## Terms of Service

Effective date: 24 April 2026

Company: Storyteller Days Ltd (Company number: 15279484)

Welcome to Storyteller Days Ltd. We run several services, including:

- Casabo Community (community membership, courses, coaching, live sessions)
- Well-Traveled Soul (courses, facilitator training, and community)
- I Believe in ME! (IBIM) (youth empowerment program and practitioner training)
- Casabo Memoirs (life story books and writing services)
- PhilMyCup (daily voice messages and digital resources — free to all)

By using any of our services, websites, or materials, you agree to the following terms.

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### 1. General Use

You must be at least 18 years old to use our services (or be acting with appropriate adult consent where applicable).

You agree to use our websites and services responsibly, and not in a way that causes harm to others or to us.

We may update these terms from time to time. If we make significant changes, we'll notify you.

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### 2. Community Guidelines

(Where applicable across Casabo Community, Well-Traveled Soul, and practitioner spaces)

- Be respectful. We do not tolerate bullying, harassment, discrimination, or inappropriate behaviour.
- What is shared in the community stays in the community — respect confidentiality.
- We reserve the right to remove anyone from community spaces (including online groups, calls, or events) if these guidelines are broken. No refunds will be given in this case.

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### 3. Courses, Training, and Content

All courses, training, resources, and content we provide are for educational and personal development purposes only.

We do not provide medical, psychological, legal, or financial advice.

- **Well-Traveled Soul** supports individuals navigating challenging life experiences but is not a substitute for professional care.
- **I Believe in ME! (IBIM)** provides personal development and social-emotional learning tools for children and young people. It is not therapy, counselling, or a clinical intervention.

Participation in any course or training does not constitute professional certification unless explicitly stated.

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### 4. Practitioner Responsibility and Safeguarding

Where you participate in any practitioner training (including Well-Traveled Soul and I Believe in ME! (IBIM)), you acknowledge and agree that:

- You are responsible for how you choose to use, apply, or deliver any material following your training.
- You operate as an independent practitioner and are not employed by, supervised by, or acting on behalf of Storyteller Days Ltd.
- Storyteller Days Ltd does not monitor, oversee, or control your work with participants, clients, children, or vulnerable individuals.

If you choose to work with children, young people, or vulnerable adults:

- You are solely responsible for ensuring that you meet all legal, safeguarding, and professional requirements in your country or region.
- This includes (where applicable) appropriate background checks, safeguarding training, insurance, and adherence to local laws and organisational policies.
- You are responsible for maintaining appropriate boundaries and ensuring the safety and wellbeing of those you work with.

Storyteller Days Ltd provides training in good faith but accepts no liability for how practitioners apply the material in their own independent work.

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## 5. Payments and Refunds

Payments are taken securely through our payment partners (e.g., Stripe, PayPal). We do not store your payment details.

Refunds:

Unless otherwise stated on the relevant sales page:

- **Courses / Practitioner Pathways:** You may request a refund within 14 days of purchase, provided the course has not progressed beyond the first two live sessions or equivalent early-stage content. After this point, refunds are not normally provided.
  - **Memberships (Casabo Community or Practitioner Networks):** You may cancel at any time. Refunds are not given for part-used periods.
  - **Casabo Memoirs:** Refunds depend on the stage of work completed — we will always act fairly.
  - **Free services (e.g., PhilMyCup)** do not involve payments.
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## 6. Intellectual Property

All content (videos, voice notes, PDFs, writing, course material, and program structures) is owned by Storyteller Days Ltd or used with permission from original creators.

You may use resources for your own personal or professional use where appropriate, but may not copy, distribute, teach, license, or resell them without permission.

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## 7. Liability

We provide our services in good faith but cannot guarantee specific outcomes or results.

Storyteller Days Ltd and its team are not liable for any losses, damages, or issues that arise from:

- the use of our services

- participation in our courses or communities
  - or the independent activities of practitioners trained through our programs
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## **8. Privacy**

We take your privacy seriously. Please see our Privacy Policy for details on how we handle your information.

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## **9. Contact**

If you have questions about these terms, please contact us at:

 [hello@storytellerdays.com](mailto:hello@storytellerdays.com)

 Storyteller Days Ltd, 60 Garland, Rothley, LE7 7RG, England

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