

# WEBSITE TERMS AND CONDITIONS



**PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS WEBSITE/PLATFORM**

## WHO WE ARE AND HOW TO CONTACT US

www.biglifeadventure.co.uk (the “website”) is a website operated by BL Adventure Ltd (“we”, “us”). We are a limited company registered in England under company number 12937997. Our VAT number is GB 457 7656 41. Our main trading address is Unit 21 Gatwick Metro Centre, Balcombe Road, Horley, Surrey, RH6 9GA . You can contact us by:

- Emailing us at [enquiries@biglifeadventure.co.uk](mailto:enquiries@biglifeadventure.co.uk)
- Writing to us at Unit 21 Gatwick Metro Centre, Balcombe Road, Horley, Surrey, RH6 9GA
- Calling our customer service line on 01293 826 200

## BY USING THE WEBSITE YOU ACCEPT THESE TERMS

By using the website, you confirm that you accept these terms and that you agree to comply with them. If you do not agree to these terms, you must not use the website. We recommend that you print a copy of these terms for future reference.

## THERE ARE OTHER TERMS THAT MAY APPLY TO YOU

These terms refer to the following additional terms, which also apply to your use of the website. Our Privacy Notice sets out the terms on which we process any personal data we collect from you, or that you provide to us and our Cookies Policy tells you about the cookies used within the website. By using the website, you consent to such processing and you warrant that all data provided by you is complete and accurate.

## WE MAY MAKE CHANGES TO THESE TERMS

We may change these terms from time to time. All changes will be posted in these terms. These terms will always state the date they were last revised. You are deemed to accept and agree to be bound by any changes to these terms when you use the website after those changes are posted. Every time you wish to use the website, please check these terms to ensure you understand the terms that apply at that time.

1/10



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## WE MAY MAKE CHANGES TO THE SITE AND PLATFORM

We may update and change the website from time to time to reflect changes to our services, our users' needs and our business priorities and will do our best to notify you of such changes when you next access the website.

## WE MAY SUSPEND OR WITHDRAW THE SITE

We do not guarantee that the website or webApp, or any content on it, will always be available or be uninterrupted. We may suspend or withdraw or restrict the availability of all or any part of the website for business and operational reasons. We will try to give you reasonable notice of any suspension or withdrawal. We will not be liable if for any reason the website is unavailable at any time or for any period. You are also responsible for ensuring that all persons who access the website through your internet connection are aware of these terms and other applicable terms and conditions, and that they comply with them.

## WE MAY TRANSFER THIS AGREEMENT TO SOMEONE ELSE

We may transfer our rights and obligations under these terms to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the contract.

## OUR SITE IS ONLY FOR USERS IN THE UK

The website is directed to people residing in the United Kingdom. We do not represent that content available on or through the website is appropriate for use or available in other locations.

## HOW YOU MAY USE MATERIAL ON OUR SITE

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

2 / 10



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You may print off one copy, and may download extracts, of any page(s) from the website for your personal use and you may draw the attention of others within your organisation to content posted on the website. 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 the website must always be acknowledged. You must not use any part of the content on the website for commercial purposes without obtaining a licence to do so from us or our licensors. If you print off, copy or download any part of the website in breach of these terms, your right to use the website will cease immediately and you must, at our option, return or destroy any copies of the materials you have made.

## DO NOT RELY ON INFORMATION ON THE SITE

The content on the website is provided for general information only. It is not intended to amount to advice on which you should rely and we will have no liability to you if you do rely on it. You must obtain professional or specialist advice before taking, or refraining from taking, any action based on the content on the website. Although we make reasonable efforts to update the website, we make no representations, warranties or guarantees, whether express or implied, that the data on the website is accurate, complete or up to date. Your attention is also drawn to the paragraph below entitled "RELIANCE ON ADVICE CONTAINED ON OUR WEBSITE OR WEBAPP".

## WE ARE NOT RESPONSIBLE FOR WEBSITES WE LINK TO

Where the website contains links to other sites and resources provided by third parties, these links are provided for your information only. Such links should not be interpreted as approval by us of those linked websites or information you may obtain from them. It is not possible for us to review all websites which are linked from this website (or link to the website), and you should therefore take care when following any link. We cannot accept liability for any loss or damage that may be suffered as a result of following any links. We have no control over the contents of those sites or resources.

## OUR RESPONSIBILITY FOR LOSS OR DAMAGE SUFFERED BY YOU

Whether you are a consumer or a business user: We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death

3/10



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or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors and for fraud or fraudulent misrepresentation.

If you are a business user:

- We exclude all implied conditions, warranties, representations or other terms that may apply to the website or any content on it.
- We will not be liable to you for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with:
  - use of, or inability to use, the website; or use of or reliance on any content displayed on the website.
- In particular, we will not be liable for:
  - loss of profits, sales, business, or revenue;
  - business interruption;
  - loss of anticipated savings;
  - loss of business opportunity, goodwill or reputation;
  - or any indirect or consequential loss or damage.

**If you are a consumer user:**

- Please note that we only provide the website for domestic and private use. You agree not to use the website for any commercial or business purposes, and we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.
- If defective digital content that we have supplied, damages a device or digital content belonging to you and this is caused by our failure to use reasonable care and skill, we will either repair the damage or pay you compensation.

## HOW WE MAY USE YOUR PERSONAL INFORMATION

We will only use your personal information as set out in our Privacy Notice and Cookies Policy.

## WE ARE NOT RESPONSIBLE FOR VIRUSES AND YOU MUST NOT INTRODUCE THEM

We do not guarantee that the website will be secure or free from bugs or viruses. You are responsible for configuring your information technology, computer programmes

4/10



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and platform to access the website. You should use your own virus protection software. You must not misuse the website by knowingly introducing viruses, trojans, worms, logic bombs or other material that is malicious or technologically harmful. You must not attempt to gain unauthorised access to the website, the server on which the website is stored, or any server, computer or database connected to the website.

You must not attack the website via a denial-of-service attack or a distributed denial of service attack. By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use the website will cease immediately.

## RULES ABOUT LINKING TO OUR SITE

You may link to our home page, provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it. You must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists. You must not establish a link to the website in any other website that is not owned by you. Our website must not be framed on any other site, nor may you create a link to any part of the website other than the home page. We reserve the right to withdraw linking permission without notice. If you wish to link to or make any use of content on the website other than that set out above, please contact [enquiries@biglifeadventure.co.uk](mailto:enquiries@biglifeadventure.co.uk).

## WHICH COUNTRY'S LAWS APPLY TO ANY DISPUTES?

If you are a consumer, please note that these terms of use, their subject matter and their formation, are governed by English law. You and we both agree that the courts of England and Wales will have exclusive jurisdiction except that if you are a resident of Northern

Ireland you may also bring proceedings in Northern Ireland, and if you are resident of Scotland, you may also bring proceedings in Scotland. If you are a business, these terms of use, their subject matter and their formation (and any non-contractual disputes or claims) are governed by English law. We both agree to the exclusive jurisdiction of the courts of England and Wales.

5/10



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## LICENCE RIGHTS

When you subscribe to Big Life Adventure, we grant you a limited, non-exclusive, non-transferable, and revocable licence to access and use the Big Life Adventure platform for your personal, non-commercial use, in accordance with these terms.

You do not gain any ownership rights in the platform, its software, or any related content. All intellectual property rights remain with Big Life Adventure Ltd or its licensors.

You may not:

Modify, reproduce, distribute, or create derivative works based on the platform.

Reverse engineer, decompile, or attempt to access the platform's source code. Resell, lease, or sublicense access to the platform.

Any unauthorised use may result in the suspension or termination of your account without refund.

## ACCEPTABLE USE POLICY

You agree to use Big Life Adventure in a respectful and lawful manner. By using the platform you declare that you are 16 years of age or older. Some parts of the platform are not suitable to anyone under 18 and we take steps to ensure anyone under 18 is denied access. Our platform is not suitable for anyone under the age of 16 and we use technical and operational measures to ensure that all users, but particularly people under 18 are not exposed to illegal or otherwise harmful content. We will report serious offences to the police. By using the platform, you agree not to:

- Post, share, or transmit content that is illegal, abusive, threatening, discriminatory, defamatory, obscene, or otherwise harmful to others.
- Use the platform for illegal or unauthorised purposes, including but not limited to violating local, national, or international law.
- Harass or abuse other users, including our staff or representatives.
- Attempt to gain unauthorised access to the platform, its systems, or user accounts.
- Use automated scripts or bots to access, scrape, or interact with the platform.
- Use the platform to create or share pornographic content

We reserve the right to suspend or terminate your account at any time, without notice or refund, if you are found to be in breach of these terms or engage in gross misconduct. If you wish to report an issue please contact us at [enquiries@biglifeadventure.co.uk](mailto:enquiries@biglifeadventure.co.uk).

## AVAILABILITY AND SERVICE LEVEL

We aim to keep the platform available to you as consistently and reliably as possible. However, we do not guarantee uninterrupted service and cannot be held liable for any temporary disruptions due to maintenance, technical issues, or third-party service failures.

6/10



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We may carry out planned maintenance from time to time, during which access to the platform may be temporarily limited. Where feasible, we will notify users in advance.

We do not offer a formal service level agreement for consumers. Business customers may receive service-level commitments as part of a separate agreement.

## THIRD-PARTY SERVICES

Our website integrates with and relies on trusted third-party service providers to deliver aspects of the platform, including but not limited to:

- Stripe for secure payment processing
- Amazon Web Services (AWS) for hosting and cloud infrastructure
- Other services that support functionality, analytics, and customer support

By using our website, you also agree to the terms and privacy policies of these third parties. We are not responsible for the performance or availability of third-party services but will take reasonable steps to ensure that they are secure, compliant, and properly maintained.

If a third-party service becomes unavailable or changes significantly, this may impact your experience on our website. We will aim to notify you if such changes are likely to materially affect your use of our website.

## USER ACCOUNT CREATION AND SECURITY

To access and use our website, you must create an account and hold an active subscription. You are responsible for providing accurate, current, and complete information when registering and for keeping your account details up to date.

You are also responsible for maintaining the confidentiality of your account credentials. If you believe your account has been compromised, you must notify us immediately at [enquiries@biglifeadventure.co.uk](mailto:enquiries@biglifeadventure.co.uk). We reserve the right to suspend or terminate accounts where we suspect unauthorised use or breach of these terms.

We take a range of measures to protect users from illegal or otherwise harmful content. Our Buddy system and Moderation are part of this protection and we take particular care to protect children from sexual harm. We may require evidence of parental consent. We may allow third parties to advertise relevant content on the platform, any advertising is carefully considered alongside the Big Life Adventure Supplier Approval Criteria. We use age verification techniques and will promptly remove any content which we consider is potentially harmful. We also engage actively with our Users to help keep them safe. Further details of this appear in our User Terms and Conditions."

7/10



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## SUBSCRIPTION TERMS

A valid, active subscription is required to access all features of our platform. The consumer subscription rate is £8 per month, payable in advance via Stripe.

Your billing cycle begins on the date you subscribe and recurs monthly on the same calendar day each month. For example, if you subscribe on the 2nd of June, you will be charged on the 2nd of each subsequent month.

You may cancel your subscription at any time through your account settings. Your subscription will remain active until the end of the current billing cycle. After that point, the subscription will be cancelled unless renewed. You may reverse a cancellation at any point before the end of the cycle by renewing your subscription. If your account is cancelled and you wish to return later, you must contact us at [enquiries@biglifeadventure.co.uk](mailto:enquiries@biglifeadventure.co.uk) to reactivate your account.

We do not offer free trials. Pricing and terms for business or organisational customers may differ and will be outlined separately in a written sales agreement.

## PAYMENT TERMS AND LATE FEES

All payments are processed via Stripe using a payment method provided by you, such as a credit/debit card or direct debit. You are responsible for keeping your billing details up to date.

If a payment fails, we will notify you and reattempt the charge up to eight times over a period of seven days. During this period, you can update your payment method to resolve the issue. If the payment remains unsuccessful after the retry period, your subscription will be suspended and then cancelled.

We reserve the right to charge a reasonable late fee if you repeatedly fail to make timely payments or if your account is reactivated after cancellation due to nonpayment. The specific amount and conditions of such fees will be communicated to you at the time they are applied.

We do not offer refunds for any reason.

8/10



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Different payment terms, including possible late fees or tailored billing arrangements, may apply to business customers. These will be set out in a written sales agreement.

## TERMINATION AND SUSPENSION OF SERVICE

We reserve the right to suspend or cancel your subscription without notice if:

- You breach these terms
- Your payment fails and is not resolved within the 7-day retry period
- You engage in gross misconduct, misuse the platform, or breach community standards

In such cases, no refund will be provided, and we may refuse further access to the platform at our discretion.

We may also suspend or discontinue access to the platform for legal, technical, operational, or security reasons. Where possible, we will give reasonable notice in advance.

For business customers, alternative termination terms may apply as defined in the sales agreement. Unless otherwise agreed in writing, the terms in this section apply only to consumers.

## RELIANCE ON ADVICE CONTAINED ON OUR WEBSITE

Our website include a range of tools, content and features designed to support personal growth, wellbeing and safety. This includes Big Life Buddy – our AI safeguarding system – which helps guide and protect users as they explore the platform.

Neither Big Life Buddy nor any other part of our website or webapp should be relied upon as a substitute for professional advice. While we aim to provide supportive and helpful content, some information may occasionally be incorrect, incomplete or not suited to your specific situation.

All information is provided for general guidance only. It is not intended to be, and should not be taken as, medical, legal, therapeutic or other professional advice.



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Any views shared on the platform, including those from users, do not necessarily reflect the views of the Big Life Adventure team. While we work to ensure the accuracy of the information provided, we cannot guarantee that all content will always be current or correct. We are not liable or responsible for any consequences of your having read or been told about such advice, guidance or information.

Please use your own judgement when using the platform. If you are unsure about anything, it is important to speak to someone you trust – such as a parent, carer, guide or qualified professional – before taking action.

**v3 - LAST UPDATED: 30<sup>th</sup> JULY 2025**

**10/10**



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