

MAC-NUTRITION MENTORING LAB | [Terms and Conditions](#)

As part of our brand values, we want to ensure you are clear about the *Terms and Conditions* of your membership, so please take a moment to read the details presented below. This document is permanently available and downloadable at:

<https://www.mac-nutritionmentoringlab.com/Terms-Conditions>

Definitions

In these Terms, when the following words with capital letters are used, this is what they will mean:

- i. Terms: the terms and conditions set out in this document
- ii. We/Our/Us: means Mac-Nutrition; and
- iii. You/Your: means the Customer

We reserve the right to change these Terms and Conditions at any time, these will be displayed online and available for download. You will also be notified of any changes.

What is the Mac-Nutrition Mentoring Lab?

The Mac-Nutrition Mentoring Lab is a continuing professional development and mentoring platform for practitioners and nutrition enthusiasts in the nutrition field. It consists of a members' area complete with expert lectures, mentoring videos and downloadable resources to develop members' knowledge in nutrition and support the set-up of a nutrition business. Membership also includes access to a thriving, private community Facebook group to share experiences and ask advice from like-minded individuals, industry-leading mentors and the Mac-Nutrition Mentoring Lab staff.

Membership Fees

- i. Standard membership is £40.00/month and is payable via a recurring monthly instalment.
- ii. Annual membership is £440.00/year.
- iii. Both standard and annual membership plans automatically renew after the completed cycle (monthly or annually, respectively).
- iv. We reserve the right to offer alternative membership options, discounts and special offers outside of these two membership options, (for full-time students for example). We also reserve the right to a membership fee review every 12 months. At time of writing, however, We have never increased Our membership fees.
- v. You may be required to pay the costs of shipping for any additional physical items You purchase during membership registration. These charges will be calculated at checkout.
- vi. All memberships will be activated within 1 working day of receipt of payment. On rare occasions, a technical issue, bank holiday or unforeseen circumstance may impact on Our ability to honour this but We will endeavour to inform You, in writing, in such occurrences.
- vii. On occasion, Our IT Host and provider may require to perform routine maintenance. This will be kept to a minimum and is important to ensure the quality service You experience is consistent throughout.

Provision of Services

- viii. We reserve the right to choose the monthly schedule of expert lectures, mentoring videos, resources and other benefits (e.g. Facebook LIVE Q&A's) provided to members and to alter the Mentoring Lab Member benefits at any time, without notice.
- ix. The Mentoring Lab Facebook Group will be monitored closely but there is no requirement for a member of staff or mentor to respond to every post.

We [Mac-Nutrition staff] aim to contribute if We believe someone has been misinformed or there is an area We believe we can support an individual.

We endeavour to respond within a timely manner as the business allows although during busier periods this may be delayed. There is no requirement for every question, particularly those We believe to be outside of the scope of the Mac-Nutrition Mentoring Lab, to be responded to.

- x. We take no legal responsibility for the topics or information discussed by third parties or other members within the Mac-Nutrition Mentoring Lab Facebook group but will make every effort to ensure all information is evidence-based and the activity within the group is in line with Our Code of Conduct (see paragraph below).
- xi. We recommend all members use a laptop or desktop device to maximise their user experience. Ensure Your device is well-maintained and kept up to date; Google Chrome and Mozilla Firefox browsers are the most compatible. You may require additional software free or purchasable to utilise all of the materials at your disposal.
- xii. As part of being in the Mac-Nutrition Mentoring Lab, You are entitled to purchase products and tickets for our events at a discounted rate, however, in order to receive these benefits You will need to be a paying member of the Mentoring Lab for a minimum of 4 months.

Confidentiality Statement

The Mac-Nutrition Mentoring Lab is a professional environment where private information can be discussed in a trusting and safe place. No content, information or discussions may be shared outside of this group. Failure to abide by this confidentiality statement will result in removal of Your right to post/comment within the Facebook Group and/or complete removal from the Mac-Nutrition Mentoring Lab.

Code of Conduct

The Code of Conduct sets out the standards of conduct expected of You. It holds individuals and groups responsible for the consequences of their actions. Failure to fulfil these responsibilities may result in the withdrawal of privileges, benefits and membership to the Mac-Nutrition Mentoring Lab.

- xiii. Behaviour not inline with the expectations of Mac-Nutrition and the values of the business are subject to breaching our code of conduct. This includes activity in person, online or reported to us by a third party.
- xiv. Inappropriate conduct under the code includes but is not limited to:
 - a. Bullying, harassment, intimidation, threats to an individual or group, aggressive behaviour, unwelcome sexual behaviour, stealing, breaking copyright, disrupting business activities, using, accessing or providing Mac-Nutrition Mentoring Lab services without authorisation, supplying false information, encouraging or conspiring for prohibited conduct and making false accusations or defamatory remarks against any Mac-Nutrition staff member, mentor, expert, member or the business.
- xv. Failure to abide by the principle of 'First do no harm' or working outside Your scope of practice as an evidence-based nutritionist.
- xvi. As a member of The Mac-Nutrition Mentoring Lab, You are provided with access to a variety of resources and content. Misuse, duplication and distribution of streamed, downloaded and printed materials from the Mentoring Lab will be considered a breach of the code of conduct.

Complaints Policy

- xvii. In the rare event that it is necessary to log a complaint, please direct these immediately, in writing, to Info@Mac-Nutrition.com and a member of Mac-Nutrition staff will respond within 5 working days.

- xviii. Should any complaint be made in public or not following the official policy above, this may be deemed to be in contravention of Our Code of Conduct.

Refunds & Your Right to Cancel

We believe in the right to cancel Your membership at any point and We will always do Our best to support You in Your circumstances.

- xix. You have the right to cancel Your subscription at any stage of Your membership. If You pay by monthly instalments, Your payments will halt within 7 working days of You notifying us in writing. For annual memberships, You will receive a refund based on the total membership fees paid minus the number of months You have been a member of the Mentoring Lab. This refund will also take into account any additional benefits You received at the start of your annual membership such as physical items, consumables and software.
- xx. To cancel Your membership you must do so, in writing via email to Info@Mac-Nutrition.com. Once your cancellation has been confirmed, You will have access to the members' area and Facebook group until the date that Your subscription should renew.
- xxi. As detailed in point xii, if the ticketed event or product purchased is within the minimum membership duration of 4 months (to be entitled to offers), You will be required to continue your Mentoring Lab Membership for the minimum of 4 paid months.
- xxii. For any breach of the code of conduct, You are not entitled to and We are not required to provide a refund.

Fair Usage Policy

To ensure all members of the Mentoring Lab have a fair opportunity to share their thoughts, post their questions and absorb the vast amount of information provided within the Mentoring Lab, We employ a fair usage policy that relates to the

number of posts made. You are only permitted to post or ask a question once per week. If You want to contribute content, research and/or insights that will benefit other members of the group, the terms of this fair usage policy may be amended on an individual basis at Our discretion. If the Fair Usage Policy is considered to have been infringed, Your right to post and comment may be removed (until further notice) prior to complete removal from The Mentoring Lab members' area and Facebook group if the policy is breached on multiple occasions.

Mac-Nutrition Mentoring Lab, 38 Jubilee Drive, Loughborough, Leicestershire,
LE11 5XS

Email: Info@Mac-Nutrition.com

Tel. 01509 215 211