

Lucidity Innovation Ltd Website Terms of Use

INTRODUCTION

These Terms and Conditions set out how you (the User) can use this Site. Please read them carefully.

The Lucidity Innovation Ltd Privacy Policy is set out in a separate page and confirms how we use data relating to you, and it forms part of these Terms of Use.

These Terms and Conditions describe the terms on which you are permitted to use this Site. Separate legal terms apply to purchases made via this Site.

These terms may change from time to time and the terms in force will be displayed on this page.

ABOUT US AND HOW TO CONTACT US

Lucidity Innovation Ltd is a limited company incorporated and registered in England and Wales with company number 08306104. The registered office is: Burn View, Bude, Cornwall, EX23 8BX.

You can contact us in writing via hello@lucidity.org.uk or by post at the registered office address.

SITE USE

By visiting lucidity.org.uk you are consenting to our terms and conditions as set out below. Should you not wish to accept the terms and conditions of this Site in full you should stop using the Site immediately.

This website, lucidity.org.uk, will be referred to as the "Site". All visitors to the Site will be referred to as "User", "You" or "Your". As a user, you will be bound by these Terms of Use, which may also be referred to from time to time as Terms and Conditions. The terms "We", "Us" and "Our" refer to Lucidity Innovation Ltd.

Accessing and using the Site constitutes acceptance of the Terms of Use. By using this Site you agree to the Terms and Conditions without modification. We reserve the right to amend the Terms of Use of this Site and on doing so we will update these Terms and Conditions.

This Site is intended for use by people who are at least 18 years old.

Content on this Site is protected by copyright. You are welcome to share it with others in the ways set out under Intellectual Property Rights below.

This Site is directed to people residing in the UK. We do not represent that the content will be available or appropriate in other locations. This Site is written in English and we do not take responsibility for any translations which are applied to this Site.

In using this Site you may encounter comments and/or content supplied by other users. The information contained within user comments is not verified or approved by us. The views expressed by other users on the Site do not represent our views or values.

TERMS

The content on this Site, and the associated social media channels (via [@luciditysays](https://www.linkedin.com/in/lucygower/), <https://www.linkedin.com/in/lucygower/>) and email marketing, will include information on leadership training and facilitation, coaching and networking. All content is intended for informational purposes only. None of the content in emails, blog posts or social media posts should be construed as specific leadership development advice. Results from our quizzes are for interest and reflection and are not a formal assessment.

In addition to these Terms of Use please be aware of our Privacy Policy and Terms and Conditions of Sale, which include key terms and are set out separately on our Site.

SITE OPERATION

This Site is available free of charge.

We do not guarantee the availability of any Site or content. We reserve all rights to withdraw, suspend or restrict the content at any time for any reason. Where possible, we will give you reasonable notice if the Site is to be suspended.

We do not guarantee that this Site will be secure or free from bugs or viruses. You are responsible for configuring your information technology, computer programmes and platform to access our Site. You should use your own virus protection software.

PRIVACY POLICY

Our business has a privacy policy. It explains how we collect, use and protect your personal information, and can be found at <https://www.lucidity.org.uk/wp-content/uploads/2026/10/Lucidity-Innovation-Ltd-Privacy-Policy-.pdf>. Our statement on how we use AI can be found at <https://www.lucidity.org.uk/ai-policy/>.

INTELLECTUAL PROPERTY RIGHTS

This Site contains intellectual property created and owned by Lucidity Innovation Ltd unless otherwise stated. The intellectual property includes all content on the Site. Content means any text, graphics, audio and video and also extends to the page layouts of this Site and any social media channels and emails. All photographs and videos on this website and the connected social media channels @luciditysays are subject to copyright.

You are welcome to share our blog posts, articles and quizzes with others, as long as you credit Lucidity and link back to the original page. You may not reproduce our content in your own training materials, products or publications, sell it, or present it as your own without our written permission. This applies to content on this Site and to content we share by email or on social media. At no point are you entitled to claim rights over our intellectual property.

To request permission, contact Lucy Gower at hello@lucidity.org.uk.

LOSS OR DAMAGE

Notwithstanding any of these terms, we do not intend to exclude or limit our liability to you where it would be unlawful to do so. We do not exclude or limit liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors, or for fraud or fraudulent misrepresentation.

We have no liability to you for any loss of profit, loss of business, business interruption or loss of business opportunity. To the maximum extent permissible at law, our aggregate liability to you in connection with these terms howsoever arising in contract, negligence or otherwise, is limited to £250.

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.

REFUND POLICY

Should you decide to purchase a training programme or any personalised product from this Site then you will enter into a contract of sale with us at the point of sale. If you change your mind about purchasing you are entitled to a refund for the 14 days following the purchase. Should your course or programme start within that 14-day period and you decide to cancel,

you will be refunded, but the value of any sessions received will be deducted from your refund. Deductions will be calculated on a pro-rata basis.

These cancellation rights apply to individuals buying as consumers. Where an organisation books training, facilitation or coaching, the terms in our proposal or booking confirmation apply.

If you make an electronic purchase then you will be sent a link for a direct download. At the point of purchase, you will be asked to confirm your express consent to receiving the download immediately. In agreeing to receive the download at the point of purchase you will lose your right to cancel and your right to a refund.

Should you have any questions about your purchase we will be happy to help.

DISCLAIMERS

The information on this Site is intended for information purposes only. It is provided without any representations or warranties, express or implied.

Although reasonable efforts are made to update the information on this Site, we make no representations, warranties or guarantees, whether express or implied, that the content on our Site is accurate, complete or up to date.

Coaching and the content on this Site are not a substitute for medical, therapeutic, counselling, legal or HR advice. Should you need advice of this kind, please contact a suitably qualified professional directly. Viewing the information on this Site does not create a contractual relationship between you and us.

Nothing in this disclaimer will:

- limit or exclude any liability for death or personal injury resulting from negligence;
- limit or exclude any liability for fraud or fraudulent misrepresentation;
- limit any liabilities in any way that is not permitted under applicable law.

This Site may contain links to other sites. These sites are not under our control and we cannot be responsible for any actions or events arising from you following any links from this Site. Links are provided for informational purposes only and should not be interpreted as approval or endorsement by us.

Any comments on our blog or social media channels are not endorsed or verified by us. We are not responsible for comments on our Site made by third parties. Should we become aware of comments which are likely to be distressing we will remove them from our Site. Removal of comments does not mean any compensation will be awarded; comments are removed to keep the Site a good place for its users.

JURISDICTION AND DISPUTE RESOLUTION

These Terms are governed by the laws of England and Wales. The Courts of England and Wales have exclusive jurisdiction for any matter and proceedings arising out of the use of this Site.

It is intended that all disputes can be resolved in good faith between the parties. Should it not be possible to resolve a dispute then the dispute shall be referred to mediation.

COOKIES

This Site uses cookies. Necessary cookies are set automatically so the Site works properly. All other cookies are only set if you agree to them through our cookie banner, and you can

change your choices at any time. Full details are in our Cookie Policy at <https://www.lucidity.org.uk/cookie-policy/>.

MISCELLANEOUS

Whilst using this Site you may provide personal information about yourself, including your name and email address. When providing these details, you agree to provide accurate and up-to-date information.

For the avoidance of doubt, the Terms of Use stand as terms only and there is no intention to create a contract.

Last updated: October 2026