

Website Terms of Use

The terms that apply when accessing and using www.themindsetmissionteam.co.uk

Website owner	Version	Effective	Next review
Stu Smith trading as The Mindset Mission Team®	2.0	24 July 2026	July 2027, then at least annually

Please read these terms

These terms explain how the MMT website may be used. Separate terms apply when a customer books a service, enters a mentoring arrangement, purchases a product or receives a licensed resource. If you do not agree to these Website Terms of Use, please stop using the website.

1. Who we are

This website is owned and operated by Stu Smith trading as The Mindset Mission Team® (MMT), an England-based education, enrichment and mentoring business. References to “MMT”, “we”, “us” or “our” mean that business. References to “you” or “user” mean anyone who accesses or uses the website.

Business	Stu Smith trading as The Mindset Mission Team®
Website	www.themindsetmissionteam.co.uk
Email	stu@themindsetmissionteam.co.uk
Telephone	07551 149 196
Business address	MMT’s geographical business address may be sort by emailing the contact above.

2. About the website

The website provides information about MMT workshops and programmes, one-to-one mentoring, holiday and community provision, Staff Training & CPD, educational resources, publications, products, news, contact routes and other MMT activities. It may also enable booking enquiries, subscriptions, downloads and purchases.

Website content is primarily informational, educational and promotional. It does not itself create a mentoring, counselling, confidential-support, school-licensing or service-provider relationship. A contract arises only through the relevant booking, order, agreement or other confirmation process.

3. Acceptance and other applicable terms

By continuing to access or use the website, you agree to comply with these terms. The following documents may also apply, depending on what you do:

Activity	Additional document	Purpose
General browsing/contact	Privacy Notice; cookie information	Personal information and website technologies.
Using MMT materials	IP & School Licensing Policy	Permitted personal, school and organisational use.
Buying physical products	Shop Terms; Delivery, Returns & Refunds Policy	Orders, payment, delivery, cancellation, returns and faults.
Booking/mentoring services	Quotation, service terms or mentoring operational documents	Service, suitability, consent, responsibilities and cancellation.

Where a specific written agreement contains different terms, it takes priority for the activity it covers. Nothing in these documents removes a legal right that cannot lawfully be restricted.

4. Permitted use

You may browse the website, use its normal interactive functions, contact MMT, make legitimate enquiries or purchases, and access resources in accordance with the permission stated on the relevant page, resource or licence.

You may link to the website fairly and lawfully, provided the link does not damage MMT's reputation, imply an association or endorsement that does not exist, or present MMT content as belonging to someone else. MMT may request removal of a link that is misleading, unlawful or harmful.

5. Prohibited use

You must not use the website:

- in breach of any applicable law, regulation, court order or third-party right;
- fraudulently, dishonestly, abusively, threateningly, discriminatorily or for an unlawful purpose;
- to impersonate another person or misrepresent authority, affiliation, identity or the source of content;
- to transmit malware, malicious code, harmful material, spam or unauthorised advertising;
- to gain or attempt unauthorised access to the website, server, accounts, databases or connected systems;
- to interfere with security, availability, performance, analytics, checkout or other website functions;
- to harvest personal information, scrape content at scale, or use automated access in a way that burdens the site or circumvents restrictions; or
- to reproduce, extract, adapt, distribute, sell or commercially exploit MMT content without permission or a lawful exception.

MMT may restrict, suspend or block access where reasonably necessary to protect users, children, MMT, its systems or third parties; investigate suspected misuse; comply with law; or enforce these terms.

6. Children, young people and safeguarding

Some website content is intended for children, young people, families and schools. A parent/carer, school or responsible professional should provide age-appropriate guidance and supervision where needed. Bookings, purchases, subscriptions and formal service communications must be made by an adult or appropriately authorised organisational representative unless MMT expressly agrees a suitably overseen arrangement.

Safeguarding is a shared responsibility

A school, venue or commissioning organisation retains its own safeguarding and supervision responsibilities. MMT also retains the responsibilities set out in its Safeguarding Policy and will act on concerns without delay. No website term transfers or excludes a responsibility that applies to MMT.

Children and young people should not submit detailed personal, health or safeguarding information through a general website form, public review or comment feature. Where MMT receives information suggesting that a child or another person may be unsafe, it may record and share relevant information lawfully and proportionately in accordance with the Safeguarding Policy and Privacy Notice.

7. Educational scope and urgent support

MMT provides educational, enrichment and mentoring support. Website content and downloadable materials are not therapy, counselling, diagnosis, medical treatment, crisis mental-health support, legal advice or a substitute for qualified professional assessment. No particular educational, emotional, behavioural, health or commercial outcome is guaranteed.

The website is not an emergency service

Do not use a website form, email subscription or social-media link to seek urgent help. If a child or another person is in immediate danger, or urgent police or medical assistance is required, call 999.

8. Booking enquiries and services

Submitting a form, email or booking enquiry does not guarantee availability or create a confirmed booking. A service is confirmed only when MMT issues the relevant confirmation or agreement and any required acceptance, consent, payment or commissioning steps have been completed.

- The person submitting an enquiry must have authority to act for the named school, organisation, parent/carer or customer.
- Prices, scope, dates, venues, responsibilities, payment and cancellation arrangements will be recorded in the applicable quotation, booking confirmation or agreement.
- Schools and partner settings retain their own safeguarding, supervision, first-aid, behaviour and emergency responsibilities, while MMT retains its own responsibilities.
- MMT may decline, pause, relocate or end delivery where consent, suitability, safety, boundaries, payment or other essential arrangements cannot be maintained.

9. Online shop

Physical product listings and purchases are governed by the current Shop Terms & Conditions and Delivery, Returns & Refunds Policy. Product descriptions, availability, prices, delivery charges and estimates may change before an order is accepted. Nothing on a general website page overrides a customer's statutory rights.

10. Free, downloadable and published resources

A resource being free to access does not place it in the public domain or remove intellectual-property protection. Unless a resource-specific notice states otherwise, a free MMT resource may be used personally or internally and non-commercially by one school or organisation. It must not be sold, publicly uploaded, mass-distributed, rebranded or used by multiple organisations.

Resources should be used with appropriate adult or professional judgement. Reflection prompts should not be used to pressure a child to disclose trauma, abuse or sensitive personal information. A concern arising through use of a resource must be handled through the applicable safeguarding route.

11. Intellectual property and trade marks

Unless stated otherwise, MMT owns or is authorised to use the copyright, trade marks, design rights and other intellectual property in the website and its content. This includes the MMT name and registered trade mark, logos, tagline, programme names, text, artwork, photographs, graphics, videos, audio, downloads, publications, product designs, layouts and software elements.

You may not copy, reproduce, modify, republish, frame, distribute, sell, license, create derivative products from or commercially exploit protected content without prior written permission. This restriction does not prevent ordinary website viewing, browser caching, an expressly authorised download, use permitted by an MMT licence, or a statutory exception that cannot lawfully be restricted.

The Mindset Mission Team® name, registered mark and branding must not be used in a way that suggests approval, partnership, authorship, accreditation or endorsement without written permission. The current Intellectual Property & School Licensing Policy provides further detail.

12. User submissions, reviews and testimonials

This section applies only where the website or MMT expressly invites a review, comment, testimonial, image, resource contribution or other submission. You must own the content or have authority to submit it, and it must be accurate, lawful, respectful and free from unnecessary personal information about children or third parties.

By intentionally submitting content for website publication, you grant MMT a non-exclusive, royalty-free licence to host, reproduce and display it for the purpose explained when it was submitted. MMT may make minor formatting, spelling, length, accessibility or anonymisation edits that do not materially distort its meaning. Separate, specific consent will be obtained where required for identifiable images, children's content, publicity or another use not reasonably covered by the original submission.

- Do not submit defamatory, discriminatory, obscene, threatening, deceptive, infringing or unlawful content.
- Do not identify a child, family, pupil or colleague unnecessarily or disclose confidential or safeguarding information.
- Reviews must reflect a genuine experience and must not be fabricated, incentivised without disclosure or submitted to manipulate ratings.
- MMT may moderate, refuse or remove content for a lawful and proportionate reason, but will not edit a genuine review to create a misleading impression.

13. Third-party websites, platforms and embedded content

The website may link to or embed services operated by third parties, including payment, video, mapping, social-media, email, fulfilment or other technology providers. Links are supplied for convenience or functionality and do not automatically mean that MMT endorses every statement, product or practice of the third party.

Third-party services have their own terms, privacy arrangements and availability. MMT is not responsible for content or events outside its reasonable control on an independent third-party service, but this does not remove responsibility for MMT's own choice, configuration or use of that service where the law applies.

14. Privacy, cookies and communications

MMT handles personal information in accordance with its current Privacy Notice. That notice explains who controls the information, what is collected, why it is used, lawful bases, sharing, retention, international processing where applicable, individual rights and how to raise an enquiry.

The website may use essential technologies for security, checkout, preferences and core functions, together with optional analytics, advertising or embedded-content technologies. Cookie information and consent controls explain the technologies in use. Where consent is required, optional technologies should not be activated until valid consent has been given, and users must be able to change their choice.

Submitting a contact or booking enquiry does not automatically subscribe a person to marketing. Marketing communications will be sent only where MMT has an appropriate lawful basis and any consent required by law. Recipients may unsubscribe using the method provided.

15. Website accuracy and availability

MMT takes reasonable care to keep website information accurate and current. However, general content may occasionally contain an error, become outdated or be incomplete. Product, price, availability, service, date and delivery information is subject to the relevant confirmation or contract process.

Access is provided on an as-available basis. MMT does not promise uninterrupted or error-free access and may suspend, withdraw, update or restrict all or part of the website for maintenance, security, legal, operational or business reasons. Where reasonably possible, significant planned disruption will be communicated.

16. Security and viruses

MMT uses reasonable measures to protect the website but cannot guarantee that it will always be secure or free from bugs, malware or harmful third-party activity. Users are responsible for using suitable device, browser, network, security and backup arrangements. Suspected vulnerabilities or

security incidents should be reported privately to stu@themindsetmissionteam.co.uk and must not be exploited.

17. Accessibility

MMT aims to make website information reasonably accessible and usable. If you experience a barrier or need information in an alternative format, contact MMT with details of the page, resource and adjustment requested. MMT will consider reasonable steps in light of the person's needs, the content and the available means.

18. Liability

MMT is responsible for loss or damage that is a foreseeable result of breaching these terms or failing to use reasonable care. MMT is not responsible for loss that was not foreseeable, was not caused by MMT, or could reasonably have been avoided by the user after receiving appropriate information.

The website is intended primarily to provide information to users and customers. Where a business or organisation uses free website content without a separate written agreement, MMT is not responsible for business losses such as loss of profit, revenue, opportunity, goodwill or data, except where liability cannot lawfully be excluded or limited.

Liability that is not excluded

Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of statutory rights that cannot lawfully be restricted, or any other liability that it would be unlawful to exclude or limit.

Liability relating to a booked service, mentoring arrangement, product purchase or licensed resource is also subject to the specific terms governing that transaction, together with applicable law.

19. Reporting concerns, errors or infringement

Please contact MMT if you believe website content is inaccurate, inaccessible, unlawful, unsafe, infringing intellectual property, inconsistent with these terms, or creating a safeguarding concern. Include the page address, a description of the issue and any supporting information that can lawfully be shared. MMT will consider the report and take proportionate action where appropriate.

20. Changes to the website and these terms

MMT may update the website and these terms when services, products, technology, business arrangements, law or guidance change. The current version and effective date will be displayed. Material changes apply to future website use after publication; they do not retrospectively rewrite an already accepted booking, order or licence unless the law requires it or the parties expressly agree.

21. Other legal terms

- If a court or authority finds part of these terms unlawful or unenforceable, the remaining provisions continue to apply.
- A delay in enforcing a right does not waive that right.
- No person other than MMT and the website user has a right to enforce these terms, except where legislation provides otherwise.
- These terms are governed by the law of England and Wales. Consumers elsewhere in the UK retain any mandatory protections of their home jurisdiction and may bring proceedings in courts available to them under applicable law.

22. Contact

Contact	Stu Smith – Founder & Programmes Director
Email	stu@themindsetmissionteam.co.uk

Telephone	07551 149 196
Website	www.themindsetmissionteam.co.uk