Terms & Conditions – ADHD Next Steps

Last updated: 13 November 2026

These terms apply when you buy One Step at a Time: The Parent Roadmap for Teen ADHD from adhdnextsteps.co.uk. Please read them before you buy. By completing your purchase, you agree to them.

1. About us

ADHD Next Steps is a trading name of **Cornwall Clinical Psychology Limited**, a company registered in England and Wales (company number 14758541). Our registered office is 12 Dowren House, Foundry Lane, Hayle, Cornwall, TR27 4HD. We are not VAT registered.

In these terms, "we", "us" and "our" mean Cornwall Clinical Psychology Limited. "You" means the person buying.

You can contact us at **hello@adhdnextsteps.co.uk**.

2. What you're buying

One Step at a Time is a library of short, pre-recorded webinars for parents of teenagers with ADHD. Each webinar comes with a downloadable one-page action sheet.

When you buy, you get:

- access to the webinars in your **My Roadmap** members' area on adhdnextsteps.co.uk
- every future core webinar we add to the roadmap, at no extra cost. We plan to release the remaining collections on 1 December and 14 December 2026.
- three Expert Conversations with invited specialists, added to My Roadmap as each one is released

Webinars are streamed online. They aren't downloaded or sent as files, and nothing is posted to you.

3. Price and payment

The price is shown on the sales page and at checkout. You pay it once, in pounds sterling. There is no subscription and no recurring charge.

The Founding Member price of £79 is available until Tuesday 1 December 2026. After that date the price will be **£149**. A price change never affects what you've already paid for.

Payments are taken securely through our website platform, Wix, and its payment provider, Stripe. We never see or store your full card details.

4. Your account and access

Your My Roadmap area opens as soon as your payment goes through. You sign in with the email address you used at checkout.

You keep access for as long as we offer the roadmap. If we ever decide to close it, we'll email you at least **30 days** before access ends.

Your account is for you and your household. Please keep your sign-in details private and don't share your account with other people. If we find an account is being shared widely or misused, we may suspend it. We'll contact you first unless the misuse is serious.

You'll need an internet connection and an up-to-date web browser to watch the webinars. We aim to keep the site available at all times, but there may sometimes be short interruptions for maintenance or for reasons outside our control.

5. Your right to cancel

Under UK consumer law, you usually have 14 days to cancel an online purchase. For digital content like the roadmap, that right ends once access begins, but only if you have agreed to this.

At checkout we'll ask you to tick a box confirming that:

- you want access to start straight away, and
- you understand you will lose your right to cancel once it does.

Your confirmation email will also record this.

If you'd rather keep your 14-day right to cancel, please don't complete the purchase yet. Contact us at hello@adhdnextsteps.co.uk and we'll help.

6. Refunds and your legal rights

Because you get access straight away, we don't offer refunds if you change your mind once access has begun.

This doesn't affect your legal rights. Under the Consumer Rights Act 2015, digital content must be of satisfactory quality, fit for purpose and as described. If something isn't right, for example a webinar won't play, an action sheet won't download, or the content isn't what we described, please email hello@adhdnextsteps.co.uk.

We'll first try to fix the problem or replace the content within a reasonable time. If we can't, you're entitled to a full or partial refund, depending on the problem. Refunds go back to the card you paid with.

For more about your rights, contact Citizens Advice on 0808 223 1133 or visit citizensadvice.org.uk.

7. This isn't clinical advice

The roadmap is general psychoeducation and practical support for parents. It's created by Dr Pippa Moran, Clinical Psychologist, but buying or watching it doesn't create a therapeutic or clinical relationship with her or with us.

The roadmap doesn't replace individual assessment, diagnosis, treatment or advice from your teenager's own GP or clinical team. Please don't use it to make decisions about medication.

If you're worried about your teenager's safety or your own, contact your GP or NHS 111. In an emergency, call 999.

8. How you can use the content

All webinars, action sheets and other materials belong to Cornwall Clinical Psychology Limited. We give you a personal licence to watch them and to download and print the action sheets for use in your own family.

Please don't:

- record, copy, download or share the webinars
- pass on, sell or publish the action sheets or any other materials
- use the content in your own courses, groups or professional work without our written permission

If you're a professional and would like to use the materials with families you support, please email us first.

9. Changes to the roadmap

We may update, improve or re-record webinars and action sheets from time to time, for example to reflect new research or guidance. We won't make changes that reduce the overall content you've paid for.

If a planned release is delayed, we'll let you know by email and tell you the new date.

10. Our responsibility to you

We're responsible for loss or damage you suffer that is a foreseeable result of us breaking these terms or failing to use reasonable care and skill. We're not responsible for loss that wasn't foreseeable when you bought.

If digital content we supply damages your device or other digital content because we didn't use reasonable care and skill, we'll either repair the damage or pay you fair compensation.

The roadmap is for personal and household use. We're not responsible for business losses.

Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else the law doesn't allow us to limit.

11. Your information and our emails

We use your name, email address and purchase details to give you access, send emails about your account and new releases, and provide support. Our Privacy Policy explains how we look after your information.

We'll only send you our newsletter and marketing emails if you choose to receive them, either at checkout or by signing up separately. Every marketing email has an unsubscribe link. Emails about your purchase and access aren't marketing, so we'll still send those.

12. Changes to these terms, the law and contacting us

We may update these terms from time to time. The version that applies to your purchase is the one shown when you bought. If we make a change that affects your existing access, we'll email you about it first.

These terms are governed by the law of England and Wales. If you live in Scotland or Northern Ireland, you can also bring proceedings in your local courts.

If you have a question or a problem, please email **hello@adhdnextsteps.co.uk**. We aim to reply within **2 working days**.