



Terms Of Service

LAST UPDATED : SEPTEMBER 22ND, 2026

This website, along with all programs, services, content, and resources provided by Sylvie Swan (the “Site” or the “Services”), is operated by:

SYLVIE SWAN

Company number (BCE/TVA) : BE0749679544

Email : hello@sylvieswan.com

Registered office : 13 Rue Saint-Antoine (PAC), 6230 Pont-à-Celles

Throughout these Terms, “Sylvie Swan”, “we”, “us”, or “our” refers to the Company.

By accessing the Site, purchasing a Service, or creating an account, you agree to be bound by these Terms of Service (“Terms”).

If you do not agree with these Terms, you may not access the Site or purchase the Services.

1. ELIGIBILITY

By using the Site or purchasing any Service, you confirm that:

- you are at least 18 years old
- you have the legal capacity to enter into binding contracts
- you will use the Services only for lawful purposes.

Sylvie Swan reserves the right to refuse service to anyone at any time.

2. SERVICES

Sylvie Swan provides services related to personal development, mentorship, leadership, personal expansion, and professional or creative development.

Services may include but are not limited to:

- online programs
- mentorship and coaching
- group containers and masterminds
- memberships
- digital trainings and courses
- live or recorded events
- physical products, gifts or experiences associated with certain Services
- private sessions

Sylvie Swan reserves the right to modify the format, structure, delivery method, timing, or content of the Services where necessary.

Certain elements of a program may be delivered **live, recorded, or in alternative formats**.

3. ACCOUNT REGISTRATION

Access to certain Services may require creating an account.

You agree to provide accurate information and keep your login credentials confidential.

Accounts are **personal and non-transferable**.

Sharing login details or providing unauthorized access to purchased content is strictly prohibited.

Sylvie Swan reserves the right to suspend or terminate accounts suspected of misuse.

4. PRICING

Prices for Services are listed in euros unless otherwise specified.

Sylvie Swan reserves the right to modify pricing at any time. The applicable price is the one displayed at the time of purchase.

Where different payment options are offered, the total amount payable may vary depending on whether the Client chooses full payment or an installment payment plan. The applicable amount and payment terms will be clearly communicated before the purchase or commitment is confirmed.

Taxes may apply depending on the Client's location.

5. ORDERS

Placing an order on the Site constitutes a binding offer to purchase.

An order becomes final once:

- payment has been completed
- these Terms have been accepted
- confirmation has been sent by email.

Sylvie Swan reserves the right to refuse or cancel orders in case of suspected fraud or violation of these Terms.

Certain Services may be subject to an application process, prior approval by Sylvie Swan, and/or the acceptance of a specific agreement. Where a specific agreement applies to a Service, that agreement supplements these Terms and governs the specific conditions of the relevant Service.

6. PAYMENTS AND PAYMENT PLANS

Payments may be made:

- in full
- through installment payment plans
- through subscription payments, where applicable.

Where an installment payment plan is selected, it constitutes a payment facility allowing the Client to spread the total purchase price over several installments. It is not a recurring subscription that may be cancelled at any time.

The Client remains responsible for all installments due under the agreed payment plan, regardless of participation, attendance, use, or completion of the Service.

Where clearly communicated before purchase, the total amount payable under an installment payment plan may differ from the price applicable to a one-time payment.

Failure to complete payments may result in suspension of access to the relevant Services, without releasing the Client from any outstanding payment obligations, subject to applicable law.

7. CHARGEBACKS AND PAYMENT DISPUTES

If you believe a payment has been made incorrectly or if you have a dispute regarding a payment, we encourage you to contact Sylvie Swan first so that the matter can be reviewed and, where possible, resolved directly.

In the event of an unjustified or abusive chargeback, payment dispute, or reversal, Sylvie Swan reserves the right, subject to applicable law, to suspend access to the relevant Services and to pursue recovery of any outstanding amounts.

Nothing in this section limits any statutory rights or remedies available to the Client under applicable law.

8. SUBSCRIPTIONS

Certain Services may be offered on a recurring subscription basis.

Subscriptions renew automatically unless cancelled before the next billing cycle.

Payments already made are non-refundable.

For the avoidance of doubt, a recurring subscription is distinct from an installment payment plan. An installment payment plan divides the purchase price of a Service into several payments and does not constitute a subscription that may be cancelled before the remaining installments have been paid, subject to applicable law.

9. REFUND POLICY

Unless otherwise stated on the relevant sales page, specific agreement, or required by applicable law, **purchases are non-refundable**.

No refund will be issued solely due to non-participation, non-attendance, change of personal circumstances, dissatisfaction, or technical issues related to the Client's own equipment or internet connection.

Nothing in this Refund Policy affects any mandatory rights available to consumers under applicable law.

10. EU RIGHT OF WITHDRAWAL

Consumers may benefit from a statutory right of withdrawal in accordance with applicable consumer protection laws.

Where a Service is requested to begin before the expiry of the applicable withdrawal period, the Client may be required to expressly request the immediate performance of the Service and acknowledge the consequences of that request in accordance with applicable law.

For digital content supplied immediately and not on a tangible medium, access may begin only after the Client has provided any express consent and acknowledgement required by applicable law.

Where the statutory right of withdrawal has been validly waived or lost in accordance with applicable law, the Client acknowledges that they may no longer exercise that right.

Nothing in these Terms excludes or restricts any mandatory statutory right of withdrawal.

11. ACCESS TO DIGITAL CONTENT

Clients receive access to programs and digital content through the Site or designated platform.

The duration and conditions of access are specified on the relevant sales page, at the time of purchase, and/or in any specific agreement applicable to the Service.

Sylvie Swan reserves the right to modify, update, or reorganize program content when necessary.

Access may be suspended in case of payment default.

12. COMMUNICATION CHANNELS

Certain Services may include access to communication tools such as messaging platforms, private communities, or live support channels.

These tools are provided to support the mentorship experience and are subject to reasonable use.

Additional rules may apply depending on the specific program, community guidelines, or mentorship agreement associated with the Service.

13. INTELLECTUAL PROPERTY

All materials, frameworks, concepts, and content provided by Sylvie Swan are protected by intellectual property laws.

This includes:

- videos
- written materials
- course content
- program structures
- methodologies
- branding and frameworks.

Clients may not reproduce, distribute, sell, teach, or commercially exploit this content without written permission.

14. CONFIDENTIALITY

Participants agree to maintain confidentiality regarding information shared within mentorship spaces, communities, and private containers.

Sylvie Swan will also respect the confidentiality of personal information shared by clients, subject to legal obligations.

15. TESTIMONIALS AND SUBMISSIONS

Testimonials, reviews, feedback, or other content voluntarily submitted to Sylvie Swan for testimonial or promotional purposes may be used for marketing and communication purposes, subject to applicable law and any consent required.

Testimonials may be edited for clarity, length, or formatting without materially altering their meaning, and may be anonymized where appropriate.

Personal messages, private conversations, and content shared within mentorship spaces, private communities, or confidential containers are not considered testimonials solely because they have been shared with Sylvie Swan, her team, or other participants.

16. COMMUNITY CONDUCT

Participants must interact respectfully within programs and community spaces.

Sylvie Swan reserves the right to remove participants engaging in abusive, harmful, defamatory, or disruptive behavior.

Removal may occur without refund.

Certain Services or community spaces may also be subject to specific Community Guidelines communicated to participants. By participating in those spaces, participants agree to comply with the applicable **Community Guidelines**.

17. DISCLAIMER AND LIMITATION OF LIABILITY

Services provided by Sylvie Swan are intended for educational and personal development purposes only.

They do not constitute medical, psychological, financial, or legal advice.

Sylvie Swan does not guarantee specific results.

To the fullest extent permitted by applicable law, Sylvie Swan shall not be liable for indirect or consequential losses resulting from the use of the Services, including loss of income, opportunity, or business.

Nothing in these Terms excludes or limits liability where such exclusion or limitation is prohibited by applicable law.

18. FORCE MAJEURE

Sylvie Swan shall not be liable for delays or failure to perform obligations due to circumstances beyond reasonable control, including technical failures, illness, internet outages, or third-party platform disruptions.

19. GOVERNING LAW

These Terms are governed by **Belgian law**.

Where the Client acts as a consumer, this choice of law does not deprive the Client of any mandatory protections that may apply under the laws of their country of residence.

In the event of a dispute, the parties agree to seek an amicable resolution first.

Any dispute that cannot be resolved amicably shall be submitted to the competent courts determined in accordance with applicable law.

20. MODIFICATION OF TERMS

Sylvie Swan reserves the right to update or modify these Terms at any time.

The updated Terms will apply from the date they are published on the Site.

Unless required by applicable law or expressly agreed with the Client, changes to these Terms will not retroactively alter the essential contractual conditions applicable to a Service already purchased.

21. CONTACT

For questions regarding these Terms:

hello@sylvieswan.com