

TERMS OF SERVICE – updated 8-8-26

Storyteller Days Ltd trading as Casabo

These Terms of Service apply to services, programmes, communities, resources and other activities provided by **Storyteller Days Ltd**, trading as Casabo and associated brands and programmes.

These currently include:

- **The Compass by Casabo**, including Compass Circles, Compass Facilitator Development, the Compass Facilitator Community and related resources;
- **Casabo Community**;
- **Well-Traveled Soul**, including facilitator development and community activities;
- **I Believe in ME!**, including practitioner development and community activities;
- **Casabo Memoirs**;
- **Phil My Cup**;
- one-to-one support;
- courses, workshops, events and other Casabo programmes and resources.

By purchasing, registering for, participating in or using our services, you agree to these Terms where applicable.

1. General Use

Our programmes, communities and resources are designed to support personal development, reflection, learning, connection and positive change.

You agree to use our services responsibly and respectfully and not to use our websites, resources, communities or programmes for unlawful, harmful or abusive purposes.

Where services are purchased directly by an individual, you must normally be aged 18 or over.

Some of our programmes or activities may be designed for children or young people. In these circumstances, participation must take place with appropriate parent, guardian, organisational or other responsible-adult consent and oversight as applicable.

We may update or develop our programmes, resources, schedules and delivery methods over time.

2. Community and Circle Guidelines

These guidelines apply where relevant across Compass Circles, Casabo Community, Well-Traveled Soul, I Believe in ME!, facilitator/practitioner communities, training sessions and other group spaces provided by Storyteller Days Ltd.

Be respectful.

We welcome different experiences, perspectives and views. Bullying, harassment, discrimination or inappropriate behaviour will not be tolerated.

Respect confidentiality.

Personal experiences and information shared by others within a Circle, community or group space should not be shared outside that space without permission.

Listen with respect.

In facilitated Circles and reflective spaces, participants are encouraged to listen without judging, fixing or offering unsolicited advice, and to allow space for different voices and experiences.

Share by choice.

Participants are encouraged to contribute but are not required to share personal information or experiences they do not wish to discuss.

Respect the boundaries of the space.

Our facilitators may step in, pause or redirect a conversation where necessary to support the safety, inclusion and purpose of the group.

We reserve the right to remove someone from a community, Circle, group, call or event where these guidelines are seriously or repeatedly breached.

Any entitlement to a refund in these circumstances will be considered in accordance with the applicable terms and circumstances.

3. Wellbeing and Professional Support Disclaimer

Our programmes, Compass Circles, communities, facilitator/practitioner development, resources and other services are intended for personal development, reflection, learning and peer connection.

The Compass and Compass Circles are not therapy, counselling, medical care or crisis support, and are not a substitute for appropriate professional advice, diagnosis, treatment or support.

Our facilitators do not provide medical, psychological, legal or financial advice through Compass Circles or other Casabo programmes unless explicitly stated and appropriately qualified to do so.

Participants remain responsible for their own decisions, actions and wellbeing.

If you are concerned about your physical or mental health, or that of someone else, you should seek appropriate professional support.

If at any point a facilitator believes that a group or programme is not an appropriate form of support for a participant, we may discuss this with them and, where appropriate, suggest that they seek other or additional support.

Participation in any programme, Circle or community does not guarantee a particular personal, professional, financial or wellbeing outcome.

4. Facilitator / Practitioner Responsibility and Safeguarding

Where you participate in facilitator or practitioner development — including The Compass by Casabo, Well-Traveled Soul and I Believe in ME! — you remain responsible for how you subsequently use the learning, tools and resources provided.

Unless specifically agreed otherwise in writing, facilitators and practitioners operate independently and are not employees, agents, representatives or franchisees of Storyteller Days Ltd.

Completion of facilitator or practitioner development does not constitute a professional, therapeutic, medical or clinical qualification unless explicitly stated otherwise.

Facilitators and practitioners are responsible for ensuring that their own activities comply with any laws, professional requirements, insurance requirements, safeguarding obligations and other regulations that apply to them and to the country or setting in which they work.

Where facilitators or practitioners work with children, young people, vulnerable adults or other groups for whom safeguarding considerations apply, they are responsible for ensuring that appropriate safeguarding procedures, checks, permissions and protections are in place.

They are also responsible for recognising the boundaries of their own role and competence and for seeking appropriate professional or emergency support where circumstances fall outside those boundaries.

Storyteller Days Ltd may provide guidance, resources, reflective practice and ongoing community support, but responsibility for an independent facilitator's or practitioner's own practice remains with that individual or their employing/commissioning organisation as appropriate.

5. Payments, Cancellations and Refunds

Prices and payment arrangements will be made clear at the point of purchase or within an agreed proposal or contract.

Different cancellation and refund arrangements may apply depending on the type of service being purchased.

Compass Circles, courses and live programmes

Where an individual purchases a place on a scheduled live programme or Compass Circle, any applicable cancellation or refund terms will be provided at the point of booking.

Where statutory cancellation rights apply, these will not be affected by these Terms.

If you ask us to begin providing a service during a statutory cancellation period, your cancellation rights may be affected once delivery has begun, in accordance with applicable law.

Facilitator / Practitioner Development

Facilitator and practitioner development involves live delivery, preparation, resources and the reservation of a place within a cohort.

Specific payment, cancellation and refund arrangements will therefore be provided when places are offered or booked.

Where an organisation purchases one or more places, the payment and cancellation arrangements may instead be set out within the relevant proposal, booking agreement or contract.

Memberships and ongoing communities

Where a service is provided through a recurring monthly membership, including Casabo Community or the Compass Facilitator Community, you may cancel future payments in accordance with the cancellation arrangements provided when you join.

Cancellation stops future payments but does not normally provide a refund for a membership period that has already begun, except where required by law or otherwise agreed.

One-to-one services

Cancellation and rescheduling arrangements for one-to-one sessions will be provided when sessions are booked.

Organisational work

Where an organisation commissions Compass Circles, facilitator development, workshops or other services, the agreed fees, payment schedule, cancellation arrangements and any other specific terms may be set out in a separate proposal or agreement.

Where there is any conflict between these general Terms and a specific written agreement with an organisation, the specific agreement will take precedence in relation to that work.

Our cancellation of a service

Occasionally we may need to reschedule or cancel a session, programme or event due to illness, circumstances beyond our reasonable control or insufficient participant numbers.

Where we cancel a paid service and cannot offer a reasonable alternative, we will offer an appropriate refund or credit for the part of the service we are unable to provide.

Nothing in these Terms affects any statutory rights you may have under applicable consumer law.

6. Intellectual Property and Use of The Compass

Unless otherwise stated, content created by Storyteller Days Ltd — including videos, voice notes, PDFs, written materials, training resources, programme structures, branding and other original resources — remains the intellectual property of Storyteller Days Ltd.

Some programmes and resources may include material owned by or used with permission from other creators. Any additional restrictions relating to those materials will be made clear where relevant.

The Compass by Casabo

People who complete Compass Facilitator Development are encouraged to use The Compass within their own work and communities and to facilitate Compass Circles in accordance with the guidance provided.

There is no ongoing licence or annual permission-to-practise fee for doing so.

Our intention is to equip people well and then trust them to take The Compass into their own communities and settings.

Permission to facilitate The Compass does not transfer ownership of The Compass by Casabo, its branding, facilitator-development materials or other Storyteller Days Ltd intellectual property.

Unless specific written permission is given, our resources and training materials may not be copied, reproduced, distributed, resold or used to provide Compass Facilitator Development or to train or certify other people as Compass Facilitators.

Facilitators may describe themselves accurately as having completed Compass Facilitator Development and may explain that they facilitate Compass Circles or use The Compass within their work.

They must not imply that they are employed by, formally representing or authorised to enter into agreements on behalf of Storyteller Days Ltd or Casabo unless this has specifically been agreed.

Other programmes

Any separate intellectual-property or usage terms applying to Well-Traveled Soul, I Believe in ME! or other materials used with permission from their original creators continue to apply.

7. Liability

We take reasonable care in the design and delivery of our programmes, Circles, communities, resources and services.

However, personal development and reflective work are individual experiences, and we cannot guarantee particular outcomes or results.

Participants remain responsible for their own decisions, choices and actions arising from participation in our services.

Independent Compass Facilitators, Well-Traveled Soul facilitators, I Believe in ME! practitioners and other independently operating practitioners are responsible for their own work and practice as described in Section 4.

Storyteller Days Ltd is not responsible for acts, omissions, advice or services provided independently by facilitators or practitioners outside services directly delivered or commissioned by Storyteller Days Ltd, except where liability cannot lawfully be excluded.

To the fullest extent permitted by law, Storyteller Days Ltd will not be liable for indirect or consequential losses arising from participation in or use of our services.

Nothing in these Terms excludes or limits liability where it would be unlawful to do so, including liability that cannot legally be excluded or restricted under applicable consumer or other law.

8. Privacy and Data Protection

We take your privacy seriously.

Personal information collected through our websites, registration forms, purchases, email communications, programmes and communities will be handled in accordance with our Privacy Policy and applicable data-protection law.

Our Privacy Policy explains what information we collect, why we collect it, how it is used and the rights available to you.

Please see our **Privacy Policy** for further information.

9. Contact

If you have any questions about these Terms, a programme or service, please contact us.

Storyteller Days Ltd trading as Casabo

Email: kimberley@casabocommunity.com

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Effective date: 8 August 2026

These Terms may be updated from time to time as our services develop or where changes are required by law. The current version will be made available through our website.
