

## SANA Terms of Service

*Last updated 05 Jul 2025*

### Quick-read summary (but you must read the full terms)

- **SANA** (mysana.io and the SANA app) lets you discover, book and pay certified wellness professionals, track your health, and order practitioner-approved remedies.
  - The wellness sessions and products ("**Partner Services**") are sold by independent professionals and brands ("**Partners**"), not by SANA.
  - When you book or buy, SANA acts only as **commercial agent** for the relevant Partner and collects payment on their behalf.
  - Your contract for the Partner Services is **directly with the Partner**. Any issues with the service or product should be raised with them first—but tell us at [hello@mysana.io](mailto:hello@mysana.io) if you need help.
  - Cancelling, rescheduling or returning items depends on the Partner's own policies, shown before you confirm.
  - We may suspend your SANA account for fraud, excessive no-shows or abusive behaviour.
  - Questions? Email [hello@mysana.io](mailto:hello@mysana.io) — we're here to help.
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## Full Terms

### 1 Who we are

These Terms of Service ("**Terms**") are between **SANA INC. LTD.**, registered in England & Wales (company no. 14030921) with its registered office at **128 City Road, London, EC1V 2NX, United Kingdom** ("**SANA**", "**we**", "**us**" or "**our**") and you, the user of the SANA Platform.

### 2 What these Terms cover

They govern every booking or purchase you make through:

- **mysana.io** and sub-domains ("**Site**");
- the iOS & Android apps ("**App**");
- the embeddable booking widget on Partner websites ("**Widget**").

Together these are the "**SANA Platform**"; providing them is the "**SANA Services**".

Your contract for any wellness session, digital programme or product ("**Partner Services**") is with the individual Partner you select (see § 5).

### 3 Contact

All legal notices, queries or complaints: [hello@mysana.io](mailto:hello@mysana.io)

Attn: Data Protection Officer, SANA INC. LTD., 128 City Road, London EC1V 2NX.

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### 4 Key Definitions

Term	Meaning
<b>Appointment</b>	A time-specific booking for Partner Services made via the SANA Platform.
<b>Order</b>	A purchase of physical or digital products from a Partner's SANA store.
<b>Client ("you")</b>	A user booking or purchasing Partner Services.
<b>Professional / Partner</b>	An independent practitioner or brand selling via SANA.
<b>SANA Payment Services</b>	The in-app card handling & payout system powered by Stripe.
<b>Cancellation / No-Show Policy</b>	Partner-specific rules that may charge you up to 100 % of the booking value.
<b>Partner Contract</b>	The legal agreement between you and the Partner (including their policies) formed when we email your confirmation.

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### 5 Our Role

1. **Marketplace & Agent** – SANA lists Partner Services and, as commercial agent, concludes bookings / sales and takes payment for the Partner.
  2. **Not the Provider** – We don't deliver the massage, nutrition plan or herbal tincture; the Partner does.
  3. **Payment** – Once SANA confirms receipt of your money, your debt to the Partner is discharged (except where you choose "Pay In-Studio").
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### 6 Using the SANA Platform

- You must be 18 + and provide accurate account and payment details.
- Keep login credentials secure—activity on your account is your responsibility.

- Inform Partners of any health conditions before treatment or product use.

### Acceptable use

We may suspend or terminate your account for fraud, harassment, unsafe behaviour, platform scraping, or other breach of these Terms.

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## 7 Making Appointments or Orders

1. **Review details** – date, price, location, any Partner policies; correct errors before confirming.
  2. **Confirmation** – A confirmation email/SMS forms the Partner Contract.
  3. **Digital receipts** – Tax invoices available in the App; ask the Partner for paper copies if required.
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## 8 Prices & Payment

- Prices include applicable VAT unless stated.
  - Tips are optional; 100 % (minus card fees) go to the Professional.
  - Payments are processed by **Stripe Payments UK Ltd.**; card data never hits SANA servers.
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## 9 Reschedules, Cancellations & Refunds

Scenario	How	Charges
<b>Reschedule</b>	Via App until the cut-off set by the Partner (e.g. 24 h).	None.
<b>Client cancellation</b>	Follow Partner's Cancellation Policy.	Up to 100 % per policy.
<b>No-show</b>	Fail to attend.	Up to 100 % per policy.
<b>Product return (UK)</b>	Email Partner within 14 days, return within 14 days.	Refund of item + standard shipping; you pay return postage unless faulty.

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## 10 Intellectual Property

All code, design, logos and content on the SANA Platform belong to SANA or its licensors. You may not copy, modify or distribute them without written consent.

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## 11 Liability

- We're liable for foreseeable loss caused by our negligence up to the value of the fees you paid us in the past 12 months.
  - We're **not liable** for acts or omissions of Partners, nor for loss of business, profit, data or goodwill.
  - Nothing limits liability for death, personal injury or fraud.
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## 12 Indemnity

You agree to indemnify SANA against claims arising from: (a) misuse of the Platform, (b) breach of these Terms, (c) infringement of third-party rights, or (d) content you submit.

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## 13 Data Protection

Our **Privacy Notice** explains how we handle personal data. By using SANA you agree to that notice and to our cookie policy.

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## 14 Suspension & Termination

We may suspend, restrict or terminate your account if:

- you commit fraud, abuse or repeated no-shows;
- payment fails and you don't fix it;
- you harass staff or Partners;
- required by law.

We'll email notice where legally required.

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## 15 Governing Law & Jurisdiction

These Terms are governed by English law. Courts of England & Wales have non-exclusive jurisdiction.

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## 16 General

- **Platform fee** – Currently free for Clients; we'll give 30 days' notice before introducing any fee.
  - **Assignment** – You may not transfer your rights; SANA may assign to affiliates.
  - **Severability** – If a court finds a clause invalid, the rest remain enforceable.
  - **Entire agreement** – These Terms plus referenced policies supersede all prior agreements.
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## 17 Changes to these Terms

We may update these Terms. Material changes will be emailed or shown in-app 30 days before they take effect. Continuing to use SANA after that means you accept the new Terms.

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## 18 Need help?

Email [hello@mysana.io](mailto:hello@mysana.io). We aim to reply within two business days.

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## SANA INC. LTD.

128 City Road, London, EC1V 2NX, UK

Company No. 14805530 – Registered in England & Wales