



Campus Mum – Terms of Service Policy

Effective date: 16 January 2026

Last reviewed: 16 January 2026

1. Introduction

These Terms of Service (“Terms”) govern your use of Campus Mum’s services, website, communications, and support offerings.

By accessing our website, contacting us, booking services, or engaging with us in any way, you agree to be bound by these Terms.

If you do not agree, you must not use our services.

2. Who We Are

Campus Mum is a UK-based student support and concierge service providing non-clinical, non-medical, and non-legal support to individuals aged **18 and over**.

We are **not**:

- a regulated healthcare provider
- a legal service
- an immigration adviser
- a statutory guardian
- a replacement for parents
- a regulated mental health provider
- a safeguarding authority for minors

We support **adults** and respect their autonomy.



CAMPUS MUM LTD

107–111 Fleet Street, London EC4A 2AB, United Kingdom

+44 (0) 7980 008401 · contact@campusmum.com · www.campusmum.com ·

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3. Scope of Our Services

We provide practical, pastoral, and concierge-style support, which may include:

- arrival and settling-in assistance
- accommodation guidance and coordination
- local orientation
- practical life support
- wellbeing check-ins (non-clinical)
- liaison with third parties (with consent)
- general student support services

Full service descriptions are available on our website or in written proposals.

We do NOT provide:

- medical diagnosis or treatment
- therapy or counselling
- legal advice
- immigration or visa advice
- financial advice
- academic grading or admissions decisions
- safeguarding services for minors

4. Eligibility

Our services are strictly for individuals aged **18 and over**.

By engaging us, you confirm that:

- you are at least 18 years old
- you have the legal capacity to enter into a contract
- you are providing accurate and truthful information

We reserve the right to refuse service where eligibility is unclear.



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5. Relationship Between Us

Campus Mum is an **independent service provider**.

Nothing in these Terms creates:

- an employment relationship
- a guardianship relationship
- a fiduciary duty
- a medical or therapeutic relationship
- a legal advisory relationship

We provide support — not supervision or control.

6. Consent & Parent Communication (18+ Students)

Because our students are adults:

- We will not share personal information with parents or family members without the student's consent.
- Students may withdraw consent at any time.
- Consent may be limited in scope (e.g. updates only, emergencies only).

Emergency Exception

We may share information without consent if we reasonably believe it is necessary to:

- protect life
- prevent serious harm
- respond to an urgent welfare or safety risk

Such disclosures will be minimal and documented.



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7. Use of Third Parties

We frequently liaise with third parties such as:

- landlords and accommodation providers
- transport providers
- universities
- service contractors
- cleaning, relocation, or logistics providers

We do not control these third parties.

We are not responsible for:

- their actions or omissions
- their availability
- their pricing
- their performance
- their contractual terms

Any agreement between you and a third party is **between you and them**.

8. No Guarantees

We do not guarantee:

- admission to any university
- academic success
- visa approvals
- accommodation availability
- outcomes of third-party services
- wellbeing outcomes

We provide support — not results.



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9. Your Responsibilities

You agree to:

- provide accurate information
- communicate honestly
- treat staff and contractors with respect
- comply with UK laws
- not request illegal or unethical actions
- not misuse our services
- not misrepresent our role

We may suspend or terminate services if behaviour is abusive, unsafe, unlawful, or inappropriate.

10. Fees & Payment

Fees are agreed in advance.

Unless stated otherwise:

- Fees are payable in advance
- Fees are non-transferable
- Prices may change for future bookings

Third-party costs (e.g. accommodation deposits, transport, tickets) are payable separately and are non-refundable unless the third party agrees.

11. Cancellations & Refunds

Refunds are governed by our **Complaints, Refunds & Dispute Resolution Policy**.



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In principle:

- Work already completed is not refundable
- Third-party costs are not refundable
- Late cancellations may not be refundable

We are not liable for losses caused by third-party cancellations.

12. Safeguarding & Welfare Boundaries

We are not a regulated safeguarding body.

We will:

- act with care
- escalate emergencies
- document serious concerns

We will not:

- provide clinical mental health care
 - restrain individuals
 - replace statutory services
 - act as a parent or guardian
-

13. Communications

We may communicate with you via:

- Email
- WhatsApp
- WeChat
- SMS
- Phone



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- Social media

These platforms are third-party systems and may not be fully secure.

14. Data Protection

Your data is handled in accordance with our **Privacy Policy**.

By using our services, you consent to data processing necessary to deliver them.

15. Limitation of Liability

To the fullest extent permitted by law:

Campus Mum is not liable for:

- indirect or consequential losses
- loss of opportunity
- academic outcomes
- third-party failures
- accommodation provider actions
- transport disruptions
- emotional distress (unless caused by our proven negligence)

Our total liability for any claim shall not exceed the amount paid to us for the relevant service.

Nothing limits liability for:

- death or personal injury caused by negligence
 - fraud
 - any liability that cannot be excluded by law
-



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16. Force Majeure

We are not liable for delays or failures caused by events beyond our control, including:

- pandemics
 - strikes
 - natural disasters
 - government restrictions
 - war or civil unrest
 - transport shutdowns
-

17. Termination

We may suspend or terminate services immediately if:

- safety is compromised
- laws are breached
- abuse occurs
- false information is provided
- our staff are threatened
- boundaries are violated

Termination does not entitle a refund for work already performed.

18. Intellectual Property

All materials, branding, content, and documents belong to Campus Mum.

You may not reproduce, distribute, or repurpose our content without permission.



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19. Governing Law & Jurisdiction

These Terms are governed by the laws of:

- England and Wales
- Scotland

Disputes shall be resolved in the appropriate UK courts.

20. Changes to These Terms

We may update these Terms from time to time.

Continued use of our services after updates constitutes acceptance.

21. Contact

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