

End User License *Agreement*

The Healing Haven Membership on Whop · Effective August 17, 2026

This End User License Agreement ("EULA") is between you and **Helen DeLovely LCSW PLLC**, doing business publicly as **The Healing Haven** ("we," "us"). It governs your access to and use of the digital products provided with a Healing Haven Membership, including the member app at **app.helendelovely.com** (the "App"), member digital content, and the **Website Starter Kit** provided in partnership with **Private Practice Collective** ("PPC"). By purchasing a membership or using any of these products, you agree to this EULA, together with our Terms of Service, Privacy Policy, and Return & Cancellation Policy.

§ 01 License grant

While your membership is active and in good standing, we grant you a **personal, limited, non-exclusive, non-transferable, revocable license** to access and use:

- the App and its member features;
- member digital content — courses, recordings, guides, templates, and community resources; and
- one Website Starter Kit site, as described in Section 3.

This is a license, not a sale. No ownership of the App, content, templates, or underlying software transfers to you.

§ 02 Membership-tied access

Your license exists only while a paid Healing Haven Membership is active. If your membership lapses, is cancelled, or is revoked, your license to the App, member content, and Website Starter Kit ends, subject to the transition options in Section 3.

§ 03 Website Starter Kit (PPC partnership)

The Website Starter Kit is a member benefit: a starter website built on templates and infrastructure provided by PPC and licensed to you while your membership is active.

- While you're a member:** you may use your starter site for your own personal or business purposes. Hosting and platform services are provided through PPC.
- Your content is yours.** Text, images, and materials you add to your site remain your property. Templates, designs, code, and platform infrastructure remain the property of PPC and/or us.
- If you cancel your membership,** you may choose to: (a) **migrate** your site to a direct plan with PPC and continue without interruption; (b) **upgrade** to another eligible membership or plan; or (c) let the site deactivate. After cancellation, your site remains available for migration for thirty (30) days, after which it may be taken offline and deleted. You may request an export of your own content during that window.
- One kit per membership.** The starter kit may not be resold, transferred, or used to provide website services to third parties.

§ 04 Accounts and security

Your account and login are personal to you. Do not share credentials or allow others to access member products through your account. You are responsible for activity under your login. Tell us promptly if you believe your account has been compromised.

§ 05 Restrictions

You agree not to: copy, resell, redistribute, or publicly repost member content; share, sublicense, or transfer your license; reverse engineer, scrape, or interfere with the App or the Website Starter Kit platform; remove branding or proprietary notices; or use any member product for unlawful purposes or in ways that violate our Terms of Service or community conduct rules.

§ 06 Not a clinical service

The App, member content, and community are educational and supportive tools. They are **not therapy**, do not create a therapist-client relationship, and are not monitored 24/7. If you are in crisis, **call or text 988**, call 911, or go to your nearest emergency room. Clinical services are governed by separate signed intake and consent paperwork.

§ 07 Third-party platforms

Member products are delivered through third-party platforms — including Whop (billing and community) and the platforms underlying the App and Website Starter Kit. Your use of those platforms is also subject to their own terms and privacy policies. We are not responsible for third-party outages or changes.

§ 08 Updates and availability

We and PPC may update, modify, or discontinue features of the App, member content, or starter kit templates at any time. We aim to keep member products available continuously but do not guarantee uninterrupted access.

§ 09 Termination

We may suspend or terminate your license if you materially breach this EULA, our Terms of Service, or community conduct rules, with any refund handled per the Return & Cancellation Policy. Sections 3 (your content), 5, and 10–12 survive termination.

§ 10 Disclaimers and limitation of liability

Member products are provided "as is" and "as available," without warranties of any kind, express or implied. To the fullest extent permitted by Utah law, our total cumulative liability for any claim arising from this EULA will not exceed the membership fees you paid in the three (3) months before the claim arose. We are not liable for indirect, incidental, consequential, special, or punitive damages.

§ 11 Governing law

This EULA is governed by Utah law. Any dispute will be resolved exclusively in the state or federal courts of Salt Lake County, Utah, after the informal-resolution step described in our Terms of Service.

§ 12 Changes and contact

We may update this EULA; the Effective Date reflects the latest revision, and continued use after changes are posted constitutes acceptance.

The Healing Haven
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