

More Than A VA: CRM & Membership Terms

Terms & Conditions - More Than A VA: CRM & Membership Access

Effective Date: 15th June 2025

By purchasing a plan or accessing any part of the More Than A VA Essentials Plan or VIP Access Membership, you agree to the following Terms & Conditions.

1. Overview

More Than A VA ("we", "us", "our") provides digital access to a white-labeled CRM system built on Go High Level (GHL), alongside coaching resources, community access, training content, and tools designed to support virtual assistants and service providers in building scalable businesses.

2. Membership Plans

- Essentials Plan (£35/month): Access to our Account Management System (CRM), pre-built client and associate onboarding workflows, lead capture funnels, and 24/7 tech support.
- VIP Access (£55/month): Includes all Essentials Plan features plus exclusive access to:
 - Monthly masterclasses
 - Full training library
 - Business-building templates and digital course tools
 - Private VIP community and Q&A support
 - Early access to new features and expert guest content

Memberships are billed monthly and automatically renew unless cancelled before your renewal date.

3. Cancellation & Access

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You can cancel your subscription at any time. Once cancelled:

- Your CRM account will be deactivated at the end of your current billing cycle.
- All CRM content, including workflows, websites, automations, funnels, and forms, will be permanently deleted and cannot be migrated to another white-labeled Go High Level platform.
- We may remove your data from our system 14 days after your subscription ends.

4. Intellectual Property

All CRM templates, workflows, landing pages, automations, and training content are the intellectual property of More Than A VA. You are granted a non-exclusive, non-transferable license to use these tools within your own VA business only.

You are not permitted to:

- Resell, distribute, or share these resources
- Transfer any materials to another GHL provider
- Clone the platform or its systems for commercial resale

5. Email & SMS Usage

We cover a basic wallet charge of \$10 USD per month to power your email and SMS usage. Any usage above this amount is billable to your account.

You are responsible for:

- Monitoring your email/SMS usage
- Paying any overage charges beyond the monthly credit
- Ensuring all marketing complies with GDPR and email marketing regulations

6. Refund Policy

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Due to the digital nature of the platform and the instant delivery of resources, no refunds are issued once payment has been processed. You may cancel at any time to avoid future billing.

7. Support & Training

- All users receive 24/7 CRM support directly within the dashboard, provided by our white-labeled support partner.
- VIP Access members also receive monthly tech calls, community Q&A threads, and additional mentorship opportunities.
- We reserve the right to update or replace training materials at any time.

8. Fair Use & Conduct

You agree not to:

- Send spam or misuse email/SMS functionality
- Use the platform for illegal, fraudulent, or harmful activity
- Share your login credentials or resell access to others

We reserve the right to suspend or terminate accounts that breach our fair use policy.

9. Data & Account Responsibility

You are solely responsible for:

- The security of your login credentials
- Ensuring client data is handled in accordance with GDPR or local data laws
- Backing up any necessary data before account cancellation

10. Modifications

These Terms may be updated at any time. You will be notified of any significant changes. Continued use of

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the system after updates will indicate your agreement to the revised Terms.

11. Contact Us

For questions or support, please contact:

support@morethanacrm.com

10 Dig Street, Ashbourne, Derbyshire, DE6 1GF