

XR2TRAIN

Terms of Sale & Service

xr2train.com | Last Updated: March 2026

These Terms of Sale and Service ("Terms") govern the purchase of digital credits ("Tokens"), subscription plans ("Tiers"), and access to the training content provided by Ikigaico Ltd ("we", "us", or "our") via www.xr2train.com (the "Platform"). xr2train and ikigai•xr are brand marks of Ikigaico Ltd, registered in England & Wales.

By clicking "Authorise Node", "Pay", or otherwise purchasing access, you confirm that you have read, understood, and agree to be bound by these Terms.

Company: Ikigaico Ltd

Registered in England & Wales: Company No. 15719171

VAT Number: 469 4667 32

Registered Address: 5 Canon Court, Institute Street, Bolton, BL1 1PZ, United Kingdom

Contact: support@xr2train.com

1. The Token System

Our Platform operates on a credit-based system using "Tokens". Tokens are a virtual licence to access digital training content and function as follows:

- **Ad Hoc (Direct) Purchases:** Tokens purchased individually outside of a subscription do not expire and remain on your account until redeemed.
- **Subscription Tokens:** Tokens issued as part of a monthly subscription Tier are valid only for the duration of your active subscription period and will expire if unused at the end of the billing cycle.
- **Non-Exchangeable:** Tokens have no cash value, are non-transferable between accounts, and cannot be redeemed for fiat currency or any monetary equivalent.
- **Redemption:** One (1) Token typically grants access to one (1) unit of training content, unless specified otherwise in the relevant course description.

2. Subscription Tiers & Cancellation

- **Tiers:** We offer several subscription levels (Essentials, Expert, Professional, Unlimited). Subscription fees are billed monthly in advance via our payment processor, Stripe.
- **Cancellation:** You may cancel your subscription at any time through your account dashboard or by contacting support.
- **Immediate Termination:** Upon cancellation, your access to subscription-tier benefits and any remaining unused subscription Tokens will cease immediately. No pro-rata refunds are provided for the remaining days in a billing cycle.
- **Ad Hoc Tokens Post-Cancellation:** Tokens purchased directly (not via subscription) will remain in your account and will not be forfeited upon cancellation of a subscription.
- **Renewal:** Subscriptions renew automatically on the billing date each month. It is your responsibility to cancel before the renewal date if you do not wish to be charged.

3. Digital Content & Your Right to Cancel (14-Day Waiver)

Under the Consumer Rights Act 2015 and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have the right to cancel a purchase within 14 days. However:

- By purchasing Tokens or a Subscription, you expressly request that we provide you with immediate access to digital content.
- You acknowledge and agree that by redeeming a Token or commencing a training course, you expressly waive your 14-day statutory right to a refund for that specific digital content, as permitted under Regulation 37 of the Consumer Contracts Regulations.
- Unredeemed Tokens: Refunds for purchased but unredeemed Ad Hoc Tokens remain at our sole discretion and will be assessed on a case-by-case basis.
- Business Customers: If you are purchasing on behalf of a business, statutory cancellation rights under the above regulations do not apply.

None of these Terms affect your statutory rights as a consumer where these cannot be excluded by law.

4. VR/XR Health & Safety

Our training involves immersive Extended Reality (XR) and Virtual Reality (VR) content. This section contains important safety information. By using our content, you agree to the following:

4.1 Physical Environment

You are solely responsible for ensuring you are in a safe, clear physical environment before use. Remove all obstacles, furniture, pets, and other hazards from your designated play area.

4.2 Hardware

We provide software only. You are responsible for ensuring your hardware (headset, PC, controllers) is in good working order and is used strictly in accordance with the manufacturer's safety guidelines and terms of use.

4.3 Health Warnings

Stop using the Platform immediately if you experience any of the following: dizziness, nausea, disorientation, eye strain, headaches, or any other discomfort. If you have a history of photosensitive epilepsy, seizures, heart conditions, or any other condition that may be affected by immersive visual experiences, you must consult a qualified medical professional before use.

This content is not suitable for children under the age of 13. Parental guidance is strongly recommended for users aged 13-16.

4.4 Limitation of Liability for Physical Use

To the maximum extent permitted by applicable law, Ikigaico Ltd and its directors, employees, and agents will not be liable for any physical injury, property damage, hardware damage, or loss arising directly or indirectly from your use of the XR/VR content on our Platform.

5. Payments & Security

- Payment Processor: All payments are processed securely by Stripe Payments UK Ltd, a PCI DSS Level 1 certified provider. We do not store, process, or have access to your credit or debit card details.
- Pricing & VAT: Prices displayed on the Platform are inclusive of UK VAT at the prevailing rate (currently 20%) unless otherwise stated. If you are purchasing as a VAT-registered business, you may provide your VAT number at checkout.
- Authorisation: By clicking "Authorise Node" or any equivalent purchase button, you confirm that you are authorised to use the payment method provided and that the details entered are correct.
- Failed Payments: In the event of a failed payment, your access may be suspended until payment is successfully processed.

- **Currency:** All prices are displayed and charged in Pounds Sterling (GBP) unless otherwise specified.

6. Intellectual Property

All training modules, VR/XR environments, software, digital assets, course materials, assessments, and other content available on the Platform are the exclusive intellectual property of Ikigaico Ltd or its licensors, and are protected by UK and international copyright law.

Your purchase grants you a limited, personal, non-exclusive, non-transferable, revocable licence to access and view the content for your own internal training purposes only. You may not:

- Record, copy, reproduce, or redistribute any training content in any format.
- Reverse-engineer, decompile, or disassemble any software or VR environment.
- Share your account credentials with any third party.
- Use the content for any commercial resale, sublicensing, or competitive benchmarking purpose.

Any breach of this section may result in immediate termination of your account without refund and may expose you to legal action.

7. Limitation of Liability

To the fullest extent permitted by law:

- Our total aggregate liability to you in connection with these Terms shall not exceed the total amount paid by you to us in the 12-month period immediately preceding the event giving rise to the claim.
- We will not be liable for any indirect, incidental, special, or consequential losses, loss of profit, loss of data, or loss of business opportunity.

Nothing in these Terms limits or excludes our liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited under applicable law.

8. Governing Law & Disputes

These Terms are governed by and construed in accordance with the laws of England and Wales. Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

If you are a consumer and have a complaint that we cannot resolve, you may be entitled to use an Alternative Dispute Resolution (ADR) scheme. Details can be found at the Citizens Advice website.

9. Changes to These Terms

We reserve the right to update these Terms at any time. We will provide reasonable notice of material changes via email or a prominent notice on the Platform. Your continued use of the Platform after changes take effect constitutes your acceptance of the revised Terms.

10. Contact & Support

Support Email: support@xr2train.com

Registered Address: 5 Canon Court, Institute Street, Bolton, BL1 1PZ, United Kingdom

For billing inquiries, technical support, or general queries, please contact us at the address above. We aim to respond to all enquiries within 2 working days.