



Selah

BY SHELTERED SISTERS

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Terms of Use.

Welcome to Selah. These terms are the agreement between you and Sheltered Sisters when you use the Selah app, website and related services. We have tried to write them simply. Please read them, because by buying or using Selah you agree to them.

If you have any questions, write to us at support@shelteredsisters.com.

Who we are

Selah is run by Sheltered Sisters, based in Dublin, Ireland. In these terms, "we", "us" and "our" mean Sheltered Sisters, and "you" means the woman using Selah.

Who Selah is for

Selah is for women aged 18 and over. It was built from the lived experience of African women healing from emotional and narcissistic abuse, and every woman walking this road is welcome.

Your access is personal to you. Please do not share your access code or account with anyone else.

What Selah is, and what it is not

Selah is a private daily companion offering reflection, journaling, education, AI guided support and practical tools. It is not:

- therapy, counselling, or medical or mental health treatment
- legal advice, or a replacement for a solicitor or lawyer
- financial advice
- an emergency service

The information in Going To Court, Financial Recovery, My Children and other sections is general information to help you understand your situation. Laws change and every case is different, so please check anything important with a qualified professional before you act on it.

If you are in danger

If you are in immediate danger, call your local emergency number straight away (for example 112 or 999 in Ireland and the UK, 112 in Nigeria, 911 in the USA and Canada). Selah cannot contact emergency services for you, and nobody at Sheltered Sisters monitors what you write.

About the AI features

Before You Reply, Sister Companion, Aunty Abi and other features use artificial intelligence (AI) to write replies. The AI is carefully guided, but it is a computer, not a person. It can misunderstand, make mistakes, or give information that does not fit your situation. Please use your own judgement, and never rely on it alone for decisions about your safety, health, children, money or court case.

Aunty Abi sessions are limited to one hour per week, and the room locks when your time is up. The AI may mention the publicly shared stories of well known people for encouragement. This does not mean those people are connected to or endorse Selah.

How your words are handled when you use AI features is explained in our Privacy Policy.

Your safety tools

Selah includes a quick exit button, a decoy passcode and private storage on your device. These tools are there to help, but we cannot promise they will protect you in every situation, for example if someone has your unlocked phone or has installed tracking software on it. Please think carefully about when and where you use Selah.

Your entries and your records

Everything you write, log or record in Selah belongs to you. It is saved on your own device, not on our servers. That keeps it private, but it also means we cannot recover it for you. If you clear your browser data, change device, or lose your phone, your entries may be lost. Please export and keep safe copies of anything you may need, especially records for court.

Documents you export from Selah are records you have created yourself. Whether a court accepts them is a matter for that court.

Plans, payment and renewal

Selah is offered as Selah Monthly, Selah Annual, and the Selah Bundle (app plus the Private Circle community). Current prices are shown on our website at the time you buy. Payments are handled securely by Stripe.

Monthly and Bundle plans renew automatically every month, and the Annual plan renews automatically every year, until you cancel. We will charge the card you used at each renewal. If we ever change the price of your plan, we will tell you by email before the new price applies, and you can cancel before then.

There is no free trial.

Seven day money back guarantee

If Selah is not right for you, email support@shelteredsisters.com within seven days of your first payment and we will refund that payment in full. No questions asked.

Cancelling

You can cancel at any time by emailing support@shelteredsisters.com or through the link in your Stripe receipt, where available. There are no cancellation fees. Your access continues until the end of the period you have already paid for, and after that it stops. We do not give partial refunds for unused time, except where the law requires it or under the seven day guarantee above.

Your consumer rights under Irish and EU law are not affected by anything in these terms.

The Private Circle community

If you have the Selah Bundle, you are invited to our Private Circle community on Skool (and, where offered, a WhatsApp group). To keep it a safe place for every sister, you agree to:

- treat every member with kindness and respect
- keep what other members share private, and never screenshot or share it outside the community
- never post anyone's full name, address, phone number or photo without their permission
- not sell, promote or advertise anything without our permission

We may remove anyone who puts other members at risk, without a refund. Skool and WhatsApp also have their own terms which apply when you use them.

The Woman He Could Not Break audio course

The full audio course is a separate one time purchase and is not included in any Selah plan. It is covered by the terms shown at healing.shelteredsisters.com.

Using Selah fairly

Please do not:

- copy, resell or share Selah's content, tools or access code
- try to break, overload, or get around the security of the app
- use the AI features to harass, threaten, or harm anyone
- use Selah for anything unlawful

If you do, we may suspend or end your access.

Our content

The Selah app, its design, writing, devotionals, audio, names and logos belong to Sheltered Sisters and are protected by copyright and other laws. You may use them for your own personal healing, but not for any other purpose without our written permission.

If something goes wrong

We work hard to keep Selah available and working well, but we cannot promise it will always be free from interruptions or errors. Sometimes we may need to update, change or pause parts of the app.

As far as the law allows, we are not responsible for any loss that comes from relying on AI replies or general information in Selah, from entries lost from your device, or from events outside our reasonable control. Where we are responsible, our total responsibility to you is limited to the amount you paid us in the twelve months before the problem happened.

Nothing in these terms limits our responsibility for death or personal injury caused by our negligence, for fraud, or for anything else that the law does not allow us to limit.

Changes to these terms

We may update these terms from time to time. If we make an important change, we will update the date at the top and let subscribers know by email. The latest version will always be at selah.shelteredsisters.com/terms-of-use.pdf.

The law that applies

These terms are governed by the laws of Ireland, and the Irish courts can deal with any dispute. If you live in another country, you keep any protections the consumer laws of your own country give you, and you may bring a claim in your local courts.

Talk to us

If you have a concern or complaint, please write to us first at support@shelteredsisters.com. We read every message and will do our best to put things right.

Sheltered Sisters, Dublin, Ireland. Contact: support@shelteredsisters.com