



Our Slimpod private Facebook groups are a very supportive, positive, fun, friendly community where people can share their passion for living and loving life with the help of their Slimpod programme.

They're also a place where members can support, inspire, connect, share and thrive with like-minded people on their journey. We're SO very excited to have you as part of the community and as part of our commitment you will do our best to ensure the postings on our page are in line with the Slimpod programme family friendly values.

To honour that commitment we have two main rules:

Please be positive, supportive and respectful of yourself and others
Do not post any promotion links or posts- these will be removed.

We obviously can't monitor every single posting or conversation so we expect users will not post content that falls into the following categories and we reserve the right to remove postings that are:

Offensive, obscene or defamatory
Self promotion of an outside business or service.
Abuse towards any member of the group

The groups are designed as a place for you to engage and support each other within a positive, caring and friendly environment. If any of your posts are deemed as inappropriate you will be given a personal warning. If no notice is taken of the personal warning we will remove you from the private community.

If you see a comment or message that you're uncomfortable with or feel is not in line with the group rules, mission and values, please contact our customer service team at customerservice@thinkingslimmer.com.

If you have any questions about your membership access, your programme, or any technical problems with the app then please contact our customer services at customerservices@thinkingslimmer.com rather than posting on our group page.

We have thousands of people using the app and sometimes problems occur that are unique to an individual phone and can only be dealt with by our team. There is also an app troubleshooting guide as part of your startup kit. This could well help you solve the problem in the first instance.

In summary - we expect members of our groups to maintain and contribute to our culture of compassion, support and positivity. Anything other than this changes the dynamic of the group.

Positivity is a key part of the ethos of these groups. They are therefore not a place to off-load your problems if you've had a bad day. If you're emotional or unhappy, then please gather your thoughts before you post and be specific about what you'd like help with.

If you have a problem that you already know can't be solved by the group, please don't post. Negative emotional posts bring the groups down - and that's unfair. Some problems can only be solved with extra help and that's available to you by emailing customerservices@thinkingslimmer.com