

# Life Edits with Frances Bentley

## Terms & Conditions



### Coaching & Mentoring Programme

These Terms & Conditions apply to all clients booking onto **Life Edits with Frances Bentley** (“the Programme”). By booking and/or making payment, you agree to the terms below.

#### 1. About the Programme

**Life Edits with Frances Bentley** is a supportive programme designed to encourage personal development, reflection, mindset growth, and overall well-being. It includes a guided workbook, one-to-one and group sessions, and access to a private, supportive community.

**Please note:** This programme is designed to support and challenge you to make conscious decisions across all areas of your life. It does not replace therapy, counselling, or medical treatment.

#### 2. Eligibility & Personal Responsibility

By joining the Programme, you confirm that:

- You are participating voluntarily and take responsibility for your own well-being and decisions.
- You understand this programme may bring up emotions, reflections, or personal insights.
- You will seek appropriate professional support if needed (for example, GP, therapist, mental health services).

If you are currently experiencing severe mental health distress, crisis, or require urgent support, this Programme may not be suitable at this time.

#### 3. What's Included

- **Life Edits Workbook**
- **1 x 1:1 Zoom Life Edits session**
- **4 x group Zoom sessions**
- **Private Facebook group access**
- **Recordings of group sessions** uploaded to the private group

Programme content and delivery may be adjusted slightly if needed (for example, dates/times of sessions) to ensure the best experience for the group.

#### 4. Group Sessions & Recording

- Group sessions are held live via Zoom and are recorded.
- Recordings will be shared inside the private Facebook group for members only.
- By joining the Programme, you consent to being present in recordings.
- If you prefer not to be visible, you are welcome to keep your camera off and/or change your display name.

Recordings are confidential and must not be downloaded, shared, copied, or distributed.

## 5. Confidentiality

Your privacy is important. Frances Bentley will treat your personal information and any coaching discussions with respect and confidentiality.

However, confidentiality may be broken if:

- There is a risk of serious harm to yourself or others
- There is a safeguarding concern
- Disclosure is required by law

## 6. Community Guidelines (Private Facebook Group)

This Programme includes a private Facebook group for support and connection.

By joining, you agree to:

- Treat all members with kindness, respect, and compassion
- Maintain confidentiality (do not share other members' stories outside the group)
- Avoid judgement, harassment, bullying, or discrimination
- Not promote services, sell, or spam other members without permission

Frances Bentley reserves the right to remove any member from the group if behaviour is inappropriate, harmful, or disruptive. In these circumstances, refunds may not be offered.

## 7. Payment & Fees

The Programme investment is **£290**. You may choose:

### Option 1 – Pay in Full

### Option 2 – Payment Plan (3 Months) **£110 deposit due upon booking / 2 payments of £90**

By selecting the payment plan, you agree to complete all payments on time.

## 8. Late Payments (Payment Plan)

If a payment is missed or late:

- You will be contacted to arrange payment as soon as possible.
- Access to the Programme materials, calls, recordings, and/or Facebook group may be paused until payment is received.

If payments remain outstanding, Frances Bentley may cancel your place in the Programme. Any fees already paid may be non-refundable.

## 9. Refund Policy

Due to the nature of digital resources, coaching time, and group access, all payments are **non-refundable**, except where required by law.

If you are unable to attend a live group session, you will have access to the replay inside the private Facebook group.

### **10. Rescheduling the 1:1 Session**

Your 1:1 session will be booked after your form is received.

If you need to reschedule:

- Please give at least **24 hours' notice**.
- If less than 24 hours' notice is given, the session may be counted as used.
- Missed sessions without notice may not be rebooked.

### **11. Client Conduct**

To protect the experience for all participants, Frances Bentley may refuse service or remove a participant if there is behaviour that is unsafe, abusive, or inappropriate.

### **12. Disclaimer**

Results vary for each person. Frances Bentley does not guarantee specific outcomes, and you acknowledge that results depend on your personal participation, commitment, and circumstances.

### **13. Intellectual Property**

All materials provided (including workbook content, recordings, written prompts, and teachings) are the intellectual property of Frances Bentley.

You agree:

- Not to copy, reproduce, distribute, or sell the materials
- Not to share recordings or content outside the Programme

### **14. Contact**

If you have any questions, payment concerns, or need support during the Programme, you can contact:

**Frances Bentley**

Email: [info@francesbentley.com](mailto:info@francesbentley.com)

Website: [www.francesbentley.com](http://www.francesbentley.com)

### **15. Agreement**

By booking and ticking **YES** on the booking form, you confirm you have read, understood, and agreed to these Terms & Conditions.