



A.C.E. PROGRAMME: TERMS AND CONDITIONS

These terms and conditions begin at the first point of contact between Impact Life Ltd and the participant and they continue throughout the coaching journey of the eight A.C.E. telephone workshops and beyond to the completion of the coaching journey.

- The fee per session is **£17.99**.

The participant will pay the fee of £71.96 (4 x £17.99), covering the first four sessions, 72 hours before the first telephone workshop has taken place. The participant will then pay the second instalment of £71.96 for the remaining four sessions, 72 hours before the fifth telephone workshop has taken place.

- The charges include coaching for the telephone workshops, the course material and the full cost of the call. In both cases, the charges will be paid by the participant via electronic bank transfer, to the following bank account.

Sort Code: 401714 Account Number: 12393689 Account Name: Impact Life Ltd

An invoice following each payment made can be emailed to the participant if requested.

- Each telephone workshop is designed to last for one hour.
- The service which Impact Life Ltd provides is coaching by telephone and the Coach is fully qualified, accredited by the International Coaching Federation. Coaching is very different from counselling or hypnotherapy and is not a form of medical and dietary advice or personal training. It is therefore up to the participants to further verify any information they receive through the A.C.E. programme, before putting it into practise.
- The A.C.E. programme is not endorsed or sponsored by any other organisation and Impact Life Ltd will at no time attempt to sell or market “weight loss” related products to participants on the programme.
- The success of the A.C.E. programme is a two way process with the Coach setting out to deliver impactful and insightful coaching sessions. It is up to the participants to make changes



in their lives which they so choose. It is the expectation of the Coach that participants experience deep and lasting change through the A.C.E. programme.

- Throughout the working relationship, the Coach will engage in direct and personal conversations and will be honest and straightforward in the questions asked and the requests made. The participants understand that the full impact and effectiveness of the coaching relationship and the workshops can only be achieved by their active participation and willingness to engage fully in the coaching process.
- Whilst Impact Life Ltd promises participants that all information will be treated in the strictest of confidence, Impact Life Ltd cannot be held responsible for the actions of other participants on the call. Impact Life expects each group to be supportive, welcoming and confidential.
- Participants will be able to download workshops from Conference Genie for a limited period of time following each call.
- Impact Life Ltd aims to ensure that workshops are powerful, interesting and informative. Individual participants are responsible for the way they conduct themselves on the workshop and should always be respectful of the other people participating in the workshop. Impact Life Ltd reserves the right to ask an individual participant to leave the programme, in which case a full refund for the remaining sessions will be offered.