



Terms and Conditions

Millmead Business - Focus & Thrive

The terms and conditions below apply to all memberships, consultations and coaching services provided by Millmead Business also known as Focus & Thrive (“Millmead”) to any individual or business (“the client”) and constitute the contract for the service to be provided by Millmead for the client.

1. Agreement and Acceptance

In return for the fees payable by the client (or by a third party on their behalf), Millmead agrees to provide the service as described on each listing and in accordance with these terms and conditions. The client agrees to pay fees for the service on the same terms. Where a third party pays the fees, they act as an agent on behalf of the client.

The date that the first coaching session takes place shall be deemed the official start date of the coaching service. Participation in the first coaching session constitutes acceptance of these terms and conditions.

2. Booking Structure

- **Booking Sessions:** Clients must book their sessions on the website’s BOOK section.

3. Usage Policy and Expiry Rules

- **Commencement Deadline:** All coaching packages must begin **before the end of the month** in which they are purchased.
- **Usage Window:** Once the **first session** is booked and completed, a usage window begins based on the package purchased.
- Sessions may be scheduled at flexible intervals to suit the coachee, as long as all hours are used within the defined time window.
- **Unutilized Sessions:** Sessions not used within the designated timeframe will be **forfeited**, with no entitlement to a refund.

4. Session Duration and Format

- **Standard Session Length:** 1 hour unless otherwise stated or agreed upon.
- The sessions will be led by Millmead and clients are expected to share throughout the session in order to receive the service effectively.

5. Mode of Delivery

- Sessions may be delivered:
 - **By Zoom or Microsoft Teams**
 - **Telephone or Face-to-face**, where mutually agreed
- The client is responsible for joining the remote sessions at the scheduled time.
- Worksheets/Workbooks will be delivered either via the Millmead website, or via e-mail.

6. Rescheduling and Cancellations

- Clients must provide a **minimum of 48 hours' notice** to reschedule a session.
- Sessions cancelled with less than 48 hours' notice are **non-refundable/non-transferable**.
- In the event Millmead must reschedule, we will use reasonable efforts to offer an alternative appointment that is mutually satisfactory.

7. Confidentiality and Data Protection

- All coaching conversations and documents will be treated as **confidential**.
- Millmead will not disclose information without the client's prior permission, unless required by law.
- All personal data is handled per Millmead's **Privacy Policy**.
- Millmead will seek written consent before disclosing a client relationship for promotional purposes.

8. Responsibilities and Liability

- Millmead aims to support clients in setting and achieving goals.
- The client remains responsible for all actions and decisions arising from coaching sessions.
- Millmead accepts no liability for the client's outcomes, financial or otherwise, or for any perceived failure to achieve personal goals.

9. Termination of Services

In exceptional cases (e.g., illness, inappropriate behaviour, conflict of interest), Millmead may terminate coaching services early. In such cases:

- The client will be given **reasonable notice** where possible
- Refunds will be issued for any unused pre-paid sessions

10. Payment Terms and Invoicing

- Payments can be made via Invoice and Bank Transfer if preferred.
- For Consultations, Services, Workshops and Focus Sessions payment will be taken through Square.
- For the Thrive Collective Membership and Aligned to Thrive Programme payment will be taken through Stripe.

11. Session Recording and Note-Taking

- Sessions may be recorded or summarised by the coach for internal use only (if applicable).
- Any such recordings or notes will be stored securely and in compliance with Millmead's Privacy Policy.
- Clients will be notified and asked for consent in advance if a session is to be recorded.

12. Code of Conduct and Mutual Expectations

- Clients are expected to attend sessions punctually, engage openly, and communicate respectfully.
- Coaches will maintain professional boundaries and ethical conduct in line with relevant coaching standards.
- Millmead reserves the right to pause or terminate coaching in cases of persistent disruptive behaviour or non-engagement.

13. Service Suspension or Postponement

- In exceptional cases, clients may request a temporary suspension of their coaching package.
- Approval is at Millmead's discretion and must be agreed in writing.
- Extensions will not be automatic and may result in revised usage timelines.

14. Intellectual Property

- Any materials provided by Millmead during coaching (e.g., worksheets, models, assessments) remain the intellectual property of Millmead.
- Clients may use these materials for personal development but may not reproduce, distribute, or share them without written permission.

15. Feedback and Complaints Procedure

- Millmead welcomes constructive feedback on the coaching experience.
- Any complaints should be submitted in writing to paige@millmeadbusiness.co.uk
- We will confirm receipt of complaint within 5 working days and then proceed to investigate. We aim to ensure that all complaints are handled fairly, consistently, and promptly.
- All complaints will be handled with the utmost confidentiality. Information will only be shared with those who need it to investigate and resolve the complaint.