

Terms and Conditions

Introduction

Welcome to Faye of the Forest, a business mentorship service provided by Faye Smith trading as Faye of the Forest ("we," "us," "our"). By using our services, you agree to comply with and be bound by the following terms and conditions. Please read them carefully before engaging with our services.

1. Acceptance of Terms

By accessing and using our website and services, you agree to be bound by these terms and conditions and any other policies we publish on our website. If you do not agree with any part of these terms, you must not use our services.

2. Services

2.1 Scope of Services

We offer business mentorship services, including but not limited to one-on-one coaching sessions, group workshops, online courses, and digital resources.

In addition to this service there may be other services that Faye of the Forest is suitably qualified to deliver and offers our clients as part of the service such as Wilderness Therapeutic Practices, Meditation and Yoga in person or online.

Office hours for email/telegram or other support services are between 9-3 Monday - Friday, excluding bank holidays. Service level for response time is 2 working days.

Annual closure is from 20th December until 6th January. During which time service and response time will be delayed.

All online and in person sessions as part of a One To One Mentoring service are to be consumed within the specified time period on the sales page with checkout unless otherwise agreed in writing before purchase by both parties.

Any in person sessions are to take place within a 15 mile radius of B79 OHP at a mutually agreed date within one month of purchase unless otherwise agreed in writing before purchase by both parties.

Services where there is a 'lifetime' access purchase gives access to the named service for the lifetime of that particular service only. Removal of the service, termination of the service or significant changes to the service would warrant the lifetime access as ended.

Services where access is granted to a course/program as part of the investment into that and/or another program where there is a fixed or minimum month commitment are shared only for the duration of the program, not for lifetime access except where explicitly stated.

Upgrades where One To One Mentoring is invested on a monthly basis must be consumed within one month of payment being made and cannot be rolled over to the following month.

2.2 Changes to Services

We reserve the right to modify or discontinue any aspect of our services at any time without prior notice. We will not be liable to you or any third party for any modification, suspension, or discontinuation of services.

Any events, online or in person, including Summits are subject to change including Guest Speaker/workshops. Faye of the Forest reserves the right to change the advertised speakers/workshops at any time without notice.

2.3 Your Responsibility and Special Obligations during Services

It is your responsibility to join scheduled sessions promptly and well equipped to fully engage with the session whether online or in person.

It is your responsibility to fully insure your own business and ensure that your activities comply with UK Law in full.

For in person sessions the below is also required of you as the client of the service:

- 1 - That you listen to and comply with all instructions including safety briefings designed to prevent harm to you or others including but not limited to: the safe use of tools, working at height and interacting with fires;
- 2 - That you make Faye of the Forest aware of any known mental or physical condition that may alter the way you interact with certain tasks and need to be considered by Faye of the Forest when giving safe instructions such as in delivery of tool use instructions and yoga instructions;
- 3 - Comply with all applicable laws (including health and safety laws) and any rules, restrictions, notices or instructions applicable to or given at the location at which we are to provide the Session including, in particular, any applicable Government advice regarding safety, face coverings and safe distancing from others;
- 4 - Behave in a safe and appropriate manner and ensure that equipment is used safely and in accordance with any instructions given by us. Should we deem the actions of any attendee to be inappropriate then the activity will be terminated or you will be asked to leave the session and no refund will be given.
- 5 - Ensure that you look after your personal belongings at all times. We will not be held responsible for any loss, theft or damage to them before, during or after the Session;
- 6 - We reserve the right to modify or discontinue any aspect of our services at any time without prior notice. We will not be liable to you or any third party for any modification, suspension, or discontinuation of services.

For live group calls where there is a recording being taken you will be notified about this and agree for your feature in the video to remain on the video and be shared online, distributed

or sold as part of Faye of the Forest services. If you do not wish to have your image, video or voice recorded please turn camera and microphone off for the full duration of the recorded call. It is your responsibility to turn these off and in keeping them on you agree for your video, image and voice to be used by Faye of the Forest.

3. Eligibility

You must be at least 18 years old to use our services.

Please note that Shamanic Roots of Power, other workshops with drumming and visualisation and any in person events are not suitable for those with paranoid schizophrenia or psychosis.

None of the services offered are deemed to be therapy nor are they or do they claim to be therapy or a substitute for therapy. Please see a registered Therapist for therapy. The work of Faye of the Forest/Faye Smith is Business Mentoring only.

By using our services, you represent and warrant that you have the legal capacity to enter into a binding contract.

You must be based in the UK only to use our services. By using our services, you represent and warrant that you are based in the UK.

4. Payment Terms

4.1 Fees

All fees are stated in GBP and are payable as displayed at the point of purchase.

Payment may be made in full or via agreed instalment plans. By selecting a payment plan, you agree to complete all scheduled payments in full.

Failure to complete payment may result in suspension of access and recovery action including court action for outstanding balances.

4.2 Refunds

Requests for refunds cannot be accommodated unless made in writing within 14 days. Refunds cannot be given for instant access courses or courses/mentoring services consumed in part or in full at the time of the request. This does not affect your statutory rights.

4.3 Cancellations and Rescheduling

Cancellations or rescheduling requests for online mentorship must be made at least 24 hours before your scheduled session to avoid being charged in full or the session being classed as fully consumed.

Cancellations or rescheduling for in person sessions must be made at least 72 hours before your scheduled session to avoid being charged in full or the session being classed as fully consumed.

All sessions must be consumed, and are considered as consumed whether they are taken or not, within the stated timescale on the service sales page unless agreed in writing.

5. Intellectual Property

5.1 Ownership

All content provided through our services, including but not limited to written materials, videos, and audio recordings, is the intellectual property of Faye of the Forest and is protected by copyright laws.

5.2 Use of Content

You may not reproduce, distribute, or otherwise use any of our content without our prior written permission. Unauthorised use of our content may result in legal action.

6. Confidentiality

We respect your privacy and are committed to maintaining the confidentiality of any personal information you share with us. However, we may disclose your information if required by law or in the good-faith belief that such action is necessary to comply with legal processes.

7. Limitation of Liability

7.1 No Guarantees

We do not guarantee specific results, income, or business outcomes and do not provide to you any medical/legal/financial advice.

You understand that your results depend on your actions and engagement and that you are fully responsible for your decisions, actions, and outcomes.

7.2 Limitation of Damages

To the maximum extent permitted by law, Faye of the Forest shall not be liable for any indirect, incidental, special, consequential, or punitive damages, or any loss of profits or revenues, whether incurred directly or indirectly.

Our total liability under this Agreement shall not exceed the amount paid by you for the services.

8. Indemnification

You agree to indemnify and hold harmless Faye of the Forest, its affiliates, and their respective officers, directors, employees, and agents from and against any and all claims, liabilities, damages, losses, or expenses, including reasonable Solicitors fees, arising out of or in any way connected with your use of our services.

9. Governing Law

This Agreement is governed by the laws of England and Wales.

All disputes will be resolved exclusively in the courts of England and Wales.

In the event of a dispute, both parties agree to first attempt to resolve the matter informally. If unresolved, the parties agree to consider mediation before commencing legal proceedings.

This Agreement constitutes the entire agreement between the parties and supersedes all prior discussions or understandings.

10. Changes to Terms

Any formal notices under this Agreement must be sent via email and are deemed received within 24 hours of sending unless proven otherwise.

Any variation to this Agreement must be made in writing and agreed by both parties.

11. Contact Information

If you have any questions about these terms and conditions, please contact us at:

Email: Hello@FayeOfTheForest.co.uk

Address: 32 Maypole Road, B79 0HP

By engaging with Faye of the Forest or purchasing a service from Faye of the Forest, you acknowledge that you have read, understood, and agree to be bound by these terms and conditions.

Last update: 9th July 2026.