

AWAKEN YOUR LIFE

Terms and Conditions of Purchase

Quiet the Hive | Jane Galloway



Quiet the **Hive**
Courageous · Inspired · Joyful · Confident · Curious

Welcome

Hi, I'm Jane Galloway, founder of Quiet the Hive. I am delighted that you are planning to join Awaken Your Life. Before you enrol there are a few things you need to know about what you are purchasing, what you can expect, and the support you will receive from me.

If you go ahead and decide to take a place on Awaken Your Life, I'll send you your own copy of these T&Cs to sign, but I wanted to make sure they were on the website too to uphold the Quiet the Hive values of honesty and trust.

Please read the terms below carefully and if you have any questions once you have finished, please do drop me a line and let's talk.

See you soon!
Jane

Terms and Conditions

The terms and conditions set out below apply to your purchase of the group coaching programme, "Awaken Your Life", offered by Jane Galloway trading as Quiet the Hive. Please read them carefully as they affect your rights and liabilities under law and set out the terms under which Jane Galloway ("I", "me" or "my") provides services to you as a purchaser of Awaken Your Life. These terms are subject to any rights you have under consumer law to which I am bound and which cannot be waived.

Programme Outline

Awaken Your Life is a 12-week live group coaching programme for midlife women. The programme uses guided coaching, community support, structured self-study, and accountability work to help women reconnect with who they are, give themselves permission to want things, and take brave steps toward a life that finally feels like theirs.

Programme Specifics

Following successful enrolment and payment you will receive access to:

- Six live 90-minute group coaching sessions delivered online via Zoom over 12 weeks (two sessions per month)
- A private WhatsApp community for daily support, connection, and accountability between sessions
- JFDIs self-study materials between each session: for best results it is important that you complete the JFDIs between sessions as the live sessions will refer to the output.
- The complete Awaken Your Life Transformation Toolkit (which you'll have access to for life)
- One 60-minute 1:1 coaching session with Jane, scheduled around the midpoint of the programme
- Twelve month access to any recorded sessions
- Priority access to the Awaken Your Life Alumni membership - *The Circle* - upon completion
- A welcome box sent to your postal address prior to the programme start date

You will have the opportunity to work through the programme content across the 12-week period. The programme will be exclusively led by Jane Galloway, qualified ILM7 Executive Coach. It will be limited to 10 women at any one time. Sessions will take place for 90 minutes every other week over the 12-week period (six live sessions).

Versions of the programme (previously delivered as *Amazing Women Leaders* and *Awakening Women's Lives*) have been delivered to multiple cohorts of women who have taken brave action and created meaningful change in their lives. Whilst every participant to date has experienced real results, it is not possible to guarantee that you will experience any specific outcome. Results will depend on your individual circumstances, your starting point, and your commitment to engaging with the programme material and completing the work between sessions.

The programme is not bespoke and the group content is designed as general coaching support. Should you feel that you need additional individualised support, this can be provided separately through 1:1 coaching with Jane. Additional charges apply. Awaken Your Life is a coaching programme and is not therapy. It does not diagnose or treat any medical or psychological condition. If you are experiencing mental health difficulties or require clinical support, please seek the guidance of a qualified health professional.

Please be aware that the programme is delivered entirely in English and no translations are provided for sessions or materials.

Payment Terms

The investment for the September 2026 cohort of Awaken Your Life is:

- Pay in full: £1,997
- Payment plan: 6 monthly payments of £333 (only available when an application form is submitted by April 30th 2026)
- Payment Plan: 2 monthly payments of £1050

All purchases are subject to the refund and cancellation terms set out below.

Support

Programme Support

Throughout the programme you will receive support via:

- The private WhatsApp group, which is monitored by Jane during reasonable working hours (Monday to Friday, 9am to 5pm UK time). Jane aims to respond to messages within the group within 24 hours on working days, and will notify the group in advance of any other periods of limited or non response, such as during holidays.
- Your included 60-minute 1:1 coaching session with Jane, which can be booked at any point during the 12 weeks at the time that is most useful to you.
- Direct email support for any logistical or technical queries. Please email hello@quietthehive.com and Jane will respond within 48 hours on working days.

Technical Support

The programme sessions are delivered via Zoom. The community operates via WhatsApp. The aim is that you should be able to access both with ease. It is advisable to log into sessions 15 minutes ahead of starting times to ensure smooth access to zoom and that time for any upgrades is allowed (zoom updates are outside of Jane's control) Should you require any technical support please email hello@quietthehive.com and you will receive a reply Monday to Friday between 9am and 5pm. Jane aims to respond as quickly as she can, and within 24 hours during those hours.

Continuing Your Journey

If following completion of the programme you wish to continue working with Jane, further options include 1:1 coaching, the Alumni membership group *The Circle*, and future Awaken Your Life cohorts. Please be aware that additional charges apply to any ongoing support. Get in touch at jane@quietthehive.com to explore what is right for you. You can also follow along on Instagram at [@quiet_the_hive](https://www.instagram.com/quiet_the_hive).

Privacy and Confidentiality

Your Personal Data

Your privacy and the protection of your personal data is important to me. I will keep your personal data confidential and will never share it with unconnected third parties. Your payment information will be processed by a secure third-party payment processor. I will be provided with your name and email address but will not have access to your financial information. For full details of how your data is managed, please view my privacy policy at <https://quietthehive.com/privacy-policy/>

Session Recordings

All live sessions will be recorded where a participant is unable to attend. Your name and image/video may be captured in these recordings. Recordings are stored securely and made available to all participants in the same cohort via private YouTube recording for twelve months, after which they will be deleted. If you do not wish your image to appear in recordings, please ensure your camera is switched off and your display name is set to your initials only so that support can still be offered.

Group Confidentiality

Everything shared within the group sessions and the private WhatsApp community stays within the group. This is established as a non-negotiable ground rule from the first session and all participants commit to it. Your stories, experiences, and disclosures are safe. Any breach of group confidentiality will result in immediate removal from the programme.

Refunds and Cancellation

Because Awaken Your Life is a live group programme and your place is held from the moment you are accepted, places are offered on the basis that the commitment is mutual. The following terms apply:

- Cancellations made more than 28 days before the programme start date will receive a full refund, minus any transaction or administration fees incurred.
- Cancellations made within 28 days of the programme start date are non-refundable. If exceptional circumstances arise, please contact Jane directly at hello@quietthehive.com to discuss your options.
- No-Risk Guarantee: If you attend Session One, genuinely engage with the session, complete the first 'JFDI', and decide that Awaken Your Life is not right for you, you may request a full refund minus a £100 administration fee. To qualify, you must submit written notice of withdrawal to hello@quietthehive.com no later than 48 hours before Session Two is scheduled to begin. Your completion of the first JFDI must be evidenced as part of your withdrawal request. Refunds under this guarantee will be processed within 14 working days of your notice being received and verified. Outside of this guarantee window, all fees paid are non-refundable once the programme has started.
- Where you have purchased on a payment plan and withdraw under the No-Risk Guarantee (as described above), the instalment paid will be refunded minus the £100 administration fee, and all remaining instalments will be cancelled. Where withdrawal takes place outside the guarantee window, all outstanding instalments remain due in full

Intellectual Property

All programme materials provided to you as part of Awaken Your Life, including session content, the Transformation Toolkit, JFDIs, and any supplementary resources, remain the intellectual property of Jane Galloway trading as Quiet the Hive at all times, both during and following the programme. You have the right to use these materials as personal learning tools, but you are not permitted to duplicate, reproduce, share, distribute, or sell them to any third party, whether for free or for payment. This includes sharing in online communities, on social media, or with colleagues or friends.

Behaviour and Participation

Awaken Your Life is built on a foundation of mutual respect, honesty, and trust. All participants are expected to engage with one another and with Jane with courtesy and kindness at all times.

Jane reserves the right to remove any participant from the programme, including the WhatsApp group and live sessions, with immediate effect and without refund, if their behaviour is deemed offensive, harmful, or in breach of the group confidentiality agreement.

Participation in the programme is not mandatory in every element. You share what you are comfortable sharing, and attendance at every session, whilst strongly encouraged, is not a contractual requirement.

Session Attendance and Missed Sessions

It is not possible to guarantee that you will be able to attend all six live sessions. Life happens. All sessions are recorded and you will have twelve month access to the recordings, so missing one session will not cause you to fall behind.

If you anticipate missing more than two sessions across the programme, please speak with Jane before enrolling to discuss whether this cohort is the right timing for you.

Session dates and times will be confirmed at least three months prior to the programme start date. Sessions typically take place on weekday mornings UK time.

Important Limitations

Awaken Your Life is a group coaching programme. It is not therapy, counselling, or medical treatment, and Jane Galloway is not a licensed therapist or medical professional. If you are currently experiencing significant mental health difficulties, trauma, or a mental health crisis, please seek the support of a qualified professional before enrolling. Coaching works best as a complement to, not a substitute for, clinical care where that is needed.

The programme does not guarantee specific external outcomes such as job changes, salary increases, or relationship changes. What changes will be unique to you. What is consistent is that every participant who completes the programme has the potential to take brave action. The nature and scale of that action is your own.

Feedback and Complaints

Feedback is always welcome. If you love your experience, I would love to hear about it, and if you have constructive comments, those matter too. Complaints should be made in writing to hello@quietthehive.com. Jane aims to acknowledge all complaints within five working days and to resolve them within 28 days wherever possible.

General

Jane Galloway will be available by email (hello@quietthehive.com) Monday to Friday between 9am and 5pm UK time. Jane will respond as soon as possible and aims to respond within 48 hours during those hours. An out of office message will state where response times will be beyond 48 hours (usually during periods of holiday time).

I intend to rely on the written terms set out in these Terms and Conditions in respect of the programme delivered to you. These written terms constitute the entire agreement between us.

If any provision or part-provision of these Terms and Conditions is or becomes invalid, illegal, or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal, and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any such modification or deletion shall not affect the validity and enforceability of the remainder of these Terms and Conditions.

These Terms are governed by English law. The Courts of England and Wales have exclusive jurisdiction over any matter and proceedings arising out of your enrolment in the programme.