

Level Up Group Mentoring Programme

Programme Guidelines

Level Up is a structured, six-month group mentoring programme designed specifically for health coaches aiming to elevate their business development. Combining expert-led guidance with the power of group accountability, Level Up offers a clear, step-by-step blueprint to help you confidently grow your practice and achieve measurable progress within a defined timeframe. To ensure a smooth and impactful experience for all participants, please read and agree to the following Terms & Conditions and Guidelines.

1. Project Submissions

To get the most value from the Level Up programme and stay aligned with the course structure:

- All assigned projects must be submitted by 11:59 PM on the due date, as communicated at the start of the programme.
- Timely submissions are essential to receive meaningful, structured feedback. Late submissions may limit the depth or detail of feedback provided.
- Projects cannot be submitted all at once towards the end of the programme. Feedback will not be guaranteed in such cases and will only be provided at the discretion and availability of the mentoring team.

2. One to one Mentoring Sessions

• Each participant is entitled to two 30-minute one-on-one mentoring sessions during the programme. How to book will be explained at enrolment and can be found in the FAQ section of your Orientation in your Academy.

• To make the most of your mentoring support:

§ We recommend booking one session before the mid-programme break

§ Your final session should be scheduled before submitting your website project.

• All sessions must be booked and completed within the programme timeline.

• Cancellations/Rebooking: A minimum of 48 hours is necessary to rearrange a mentoring session. Failing this, your session may be forfeited.

- Any unused sessions by the end of the programme will be forfeited and cannot be rolled over, rescheduled, or refunded. Sessions need to be used before final project submission date.

3. Attendance Requirements

- Participants must attend a minimum of 13 out of the 16 group mentoring sessions. Please refer to your Welcome Email for full details of this programme.
- Failure to meet this threshold may result in ineligibility for programme completion acknowledgement, unless there are extenuating circumstances discussed in advance.
- Active participation is part of the learning journey, showing up matters and is part of the learning process and levelling up your business.

4. Cancellations and Deferrals

We understand that life happens, but to maintain programme consistency:

- You may cancel your registration within 14 calendar days of signing up for a full refund. Less your deposit / admin fee.
- After 14 days, your enrolment is non-refundable and non-deferrable. Exceptions may be made in extraordinary personal circumstances, subject to review and approval by the programme team. Please contact support@healthcoacheshub.com
- Deferrals are not guaranteed and are granted at our discretion, depending on programme capacity and timing. An admin fee of £50 will be charged if the deferral is granted. Please contact support@healthcoacheshub.com

5. Resource centre and Academy

- You will have full access to the Resource Centre and Academy for six months, starting from the course launch date.
- If your membership is cancelled or payment is defaulted, your access to the Level Up programme (including sessions, resource centre, academy, and mentors) may be suspended immediately.
- Access will be reinstated once membership is brought up to date.

6. Testimonials and Marketing Consent

- By agreeing to these Terms and Conditions, you consent to the use of any written, audio, or video testimonials you voluntarily provide for the purpose of marketing and promotion by Level Up (our programmes). This may include use on the website, social media, emails or in other promotional materials.