

## Terms & Conditions – Life Story & Funeral Wishes Service

### 1. Service Description

This service provides assistance in writing your personal life story and recording your funeral wishes. The service may be delivered in person, online, or via phone, depending on availability and location.

### 2. Payment

- This is **not a free service**.
- The service is offered on a “*pay what you can afford*” basis. You choose the amount you contribute, guided by what feels fair and manageable for you.
- Payment is required at the completion of the service, unless otherwise agreed in writing.

### 3. What's Included

- A guided session (or sessions) to gather information.
- Assistance with writing and structuring your life story and funeral wishes.
- A **digital copy** of your completed document, provided in PDF format.
- A printed copy can be provided upon request.

### 4. What's Not Included

- Legal advice or binding documentation. This service is for personal use only and does not replace a legal will or advance care directive.
- Additional printing, binding, or publishing beyond what has been agreed.

### 5. Confidentiality & Data Storage

- All information shared will be treated with respect and confidentiality.
- Your completed digital document will be securely stored for up to **6 months** after delivery, after which it will be permanently deleted.
- You are encouraged to keep your own copy safe, as no responsibility is taken for long-term storage once the final document has been provided.

### 6. Cancellations & Rescheduling

- If you need to cancel or reschedule, please provide at least 24 hours' notice.
- Late cancellations may result in forfeiting your booking.

### 7. Limitations

This service is intended to help you record your story and preferences in a supportive, non-legal capacity. It should not be relied upon as a substitute for professional legal, medical, or financial advice.