



The McKenzie Friend UK Network Ltd

Registration Number: 13074648

Company Address 95 Lipscombe Rise GU342HJ

Company Director – Philip Kedge

McKenzie Friend Just Training Terms & Conditions Version 01/06/26

You have requested to undertake the McKenzie Friend training modules under The McKenzie Friend UK Network Ltd.

The training is suitable for those wanting to become fee charging McKenzie Friends (Layperson) and for family court service users.

On making the payment, you declare that you have read, understood and agree to the following Terms and Conditions.

You understand that no aspect of the training consists of legal advice and that Philip Kedge, who features in the online modules is not legally trained, is not a legal entity, and does not offer or provide any 'professional' legal or financial advice or service. The information provided is as 'layperson' and 'informed friend'.

You understand that there is no regulation of McKenzie Friends and no standard or approved training programme. You understand that there is no recognised qualification to be a McKenzie Friend.

You understand that the basic training is via pre-recorded videos and downloads and does not consist of any other personal support.

You understand that the training is provided on the basis and principles of a McKenzie Friend being a non-qualified layperson who offers a service only as an informed friend. The training is suitable for both those wishing to become McKenzie Friends or Litigants in Person wishing to develop a better understanding of the family courts to potentially apply to their own case.

The training is designed to develop the understanding of a McKenzie Friend or LIP:

- 1) To provide personal support, understanding and mentoring.
- 2) To offer non-legal advice and guidance.
- 3) To assist a person with paperwork, forms and planning.
- 4) To organise files and assist a person in the smooth administration of the process.

- 5) To help research information.
- 6) To discuss and offer non-legal advice, guidance and opinions on a case and strategy.
- 7) To assist with the management and timing of disclosures.
- 8) To assist with statements, submissions and arguments.
- 9) To attend court with a person under the formal guidance by the family courts.
- 10) To help develop arguments and presentations.
- 11) To follow the guidance as provided by the Family Court Division of July 2010.

Terms for offering training, support, and guidance.

You understand and accept that as a McKenzie Friend or Litigant in Person, that Philip Kedge (Company Director) or the McKenzie Friend UK Network, hold no responsibility or liability with respect to your future practice and advice to any future clients or any aspects of your own family court case. You apply the training entirely at your own discretion and risk.

You accept that in researching any legal case law, no assurances can be given to the legal accuracy or correct legal interpretation of any information or legislation. You are solely responsible for your own interpretation of the legislation that you may consequently rely on when practicing as a McKenzie Friend or using as a Litigant in Person. It is strongly advised that if ever in any doubt you seek legal advice through a Solicitor on such matters.

You accept that Philip Kedge (Company Director) or The McKenzie Friend Network is not liable to you in respect of any financial loss or any other loss whatsoever arising out of litigation proceedings associated with your practice as a McKenzie Friend or within your own case as a Litigant in Person.

Confidentiality

During training, all information, circumstances, case papers and discussions are based on fictional scenarios and characters. The training excludes any discussions and advice in relation to personal or client case issues.

Trigger Warning Content

You understand and accept that the training will include sensitive details around domestic abuse and will contain some graphic details and descriptions of domestic abuse and risk of harm.

Payment & Fees

You agree to pay the fees as stated at the time of requesting the training.

Refunds

The course provides immediate access to downloadable material and video contact via a link, username and password. You accept that the course fee, once paid, is non-refundable as you will have access to the downloads and training packages. There is also no refund on the +Plus Scheme.

By accepting these Terms and Conditions, you explicitly agree to waive any rights to a refund and to any legal rights that you may have for a 'cooling off' period within legislation i.e. under The Consumer Contracts (Information, Cancellation and Additional Charges), Regulations 2013.

You agree that failing to access your training account, for whatever reason, is no grounds to request a refund.

Basic package and access

The basic package consists of access to the online videos and downloads only. There is no mechanism for personal 1-1 support or mentoring during the training. Access to the videos and downloads is for 6 months from the date of purchase.

Trainees also get access to the McKenzie Friend UK Network 100% Free Family Court Library. This is not part of the fee.

Free 6-month access to the Community Noticeboard.

Purchasing Modules

You can either purchase the entire package of 11 sessions/modules with a single payment, or you can also purchase the sessions in either 2 or 3 instalments.

If you purchase the sessions in instalments, your first payments will be for sessions 1 and 2. You then have 6 months access from the date of the first purchase to pay the remaining instalments and unlock the remaining modules. Any further instalments for the sessions/modules need to be purchased and used within that 6-month period. For avoidance of doubt, the purchasing of further modules does not reset the 6-month clock.

Extending the Access Period

At the conclusion of the 6-month period, access to the training may be extended at a fee for a 3-month period.

Exclusion of Membership

You understand that the training does not include membership to the McKenzie Friend UK Network.

Access to Training Videos

Access to the training videos is via YouTube. In accessing the videos you agree to comply with the YouTube Terms and Conditions and any GDPR policy. You understand that you will need a Google Account to play the videos on your training account.

Difficulties in Logging in to your Account

We thoroughly check the link, username and password before sending out the details to a client. It is therefore very unlikely that any problems in accessing your account will be due to our systems.

The most common error is that people fail to input the # correctly as part of the password.

As a solution, we advise clients cutting and pasting the username and password directly into the prompt.

In the event of continued problems, please contact us and we will check the link. We have the option of providing a video of a walkthrough to logging in to your account, or to offer a Teams consultation where we can share the screen to resolve any issues.

We will aim to resolve any problems within 3 working days of them being reported.

Certificate

A training certificate can be requested at a cost of £10 per request.

You must have completed all 11 sessions prior to requesting your certificate.

+Plus Scheme

The plus scheme is a 1-1 (one hour) consultation by Teams Platform with Philip Kedge to assist you to 'Build Your McKenzie Friend' business. The consultation will provide key actions to help build the foundations of your business and will provide some key documents to help you get started.

The +Plus Scheme excludes membership to the McKenzie Friend UK Network

There is an additional fee for the +Plus Scheme consultation.