



## Alumni Coach Network

# Terms & Conditions

By accessing the Alumni Coach Network and requesting an introduction to a coach, you (the "Alumnus/Alumna") agree to the following:

### 1. Nature of the Service

The Alumni Coach Network is a curated directory and introductory service provided by Hult International Business School ("Hult"). Hult facilitates connections between alumni and independent professional coaches. Hult is not a coaching provider and does not employ the coaches listed in this network.

### 2. The Relationship Between Parties

- **Hult as Facilitator:** Hult's involvement ends once the introduction between the Alumnus/Alumna and the Coach has been made via a booking link or email.
- **Independent Contract:** Your coaching engagement is a private agreement. Hult is not responsible for the scheduling, quality, or content of the coaching sessions.

### 3. Fees and Financial Terms

- **Direct Billing:** You will be billed directly by the coach. All financial transactions, including invoicing and taxes, are the sole responsibility of the Alumnus/Alumna and the Coach.
- **Fee structure:** The discounted fee will apply for the first 3 sessions. Beyond those 3 sessions, you and your coach will agree on a set fee that aligns with your needs.
- **Refunds:** Hult does not handle refunds. Any requests for refunds must be directed to the coach in accordance with their individual cancellation policy.

#### **4. Eligibility (Detailed)**

- **Alumni Status Only:** This benefit is strictly reserved for Hult alumni (defined as former students who have completed their program and are no longer enrolled).
- **Current Students:** Current students are not eligible for this specific network and should continue to use the standard Hult Career Services platforms.

#### **5. Service Standards**

- **Virtual Delivery:** To accommodate our global community, all sessions must be delivered virtually (e.g., via Zoom, Teams, or similar).

#### **6. Conflict Resolution**

- **Direct Resolution:** In the event of a disagreement regarding session quality, scheduling, or payments, the Alumnus/Alumna must first attempt to resolve the issue directly with the coach.
- **Hult Reporting:** While Hult cannot intervene in financial disputes, we value the integrity of our network. If a coach fails to meet the Service Level Agreement, please notify the Hult Alumni Office.

#### **7. Data Privacy & Monitoring**

- **Information Sharing:** By filling out the interest form, you consent to Hult sharing your contact details with the specific coach you have selected.
- **Pilot Program Tracking:** To evaluate this pilot initiative, Hult will track high-level metrics (e.g., the number of alumni who successfully booked sessions).
- **Confidentiality:** The specific content of your coaching sessions is confidential between you and your coach. Hult does not have access to the private details discussed in your sessions.

#### **8. Disclaimer of Liability**

Hult International Business School Ltd shall not be liable for any direct, indirect, or consequential loss or damage incurred by any Alumnus/Alumna in connection with the coaching services. Hult makes no warranties regarding the accuracy of the information provided by coaches in their bios or the results of the coaching engagement.