

Coach Terms of Service

Last Updated 6 December 2019 (version 2019.12.1)

- Coach Registration and Service Listing
 - Approval for Coaching Services
 - Coaching Services Description
 - Providing Coaching Services
 - Guidelines for providing your Coaching Services
 - Guidelines if you will be unable to provide your Coaching Service
 - Guidelines for after you have provided your Coaching Service
 - Student Complaints and Refunds
 - Additional Guidelines for Coaching Services
 - Coach Removal From the Site
 - License Grants
 - License Grant for Coach Content to Coaching clients
 - License Grant for Coach Content to Videocoachme
 - License Grant for Coach Introduction Video
 - Contacting Customer Service
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If you want to offer Coaching Services on Videocoachme, you must read and agree to be bound by these Terms and Conditions for Coaches ("Coach Terms") which are part of and incorporated into the Videocoachme Terms of Service and Payment Terms of Service ("Terms"). These Coach Terms will apply to any Account that is approved to be a Coach on the Site. If you do not accept these Coach Terms in full, you are not authorized to teach on the Site and you are not eligible to receive any benefits from Videocoachme for any Coaching Services you provide.

Coach Registration and Service Listing

Approval for Coaching Services

In order to become a "Coach", you must first submit a complete Coach Application. Completed Coach Applications are evaluated by Videocoachme for approval. If your Coach Application is approved, your member status will be changed to a "Coach." You will have the ability to create and manage a Coach Profile on our Site. As a Coach, you can begin providing "Coaching Services".

Coaching Services Description

In order to provide lessons, Coaches must create a description of their Coaching Services on Videocoachme. When creating the description of your Coaching Services, you agree to the following guidelines:

- Write a specific, detailed service description with clear scope, deliverables and lessons.
- Set expectations that you can meet or exceed.

- Not create services that are made with the intent to commit fraud, or provide services other than the ones outlined in the description. This includes offering your Services in exchange for positive feedback or for no cost.
- Not advertise any third-party Coaching service, platform, software, or app.
- Not include any personal contact information, including but not limited to, email, telephone number, or social media ID.

Providing Coaching Services

Guidelines for providing your Coaching Services

Once you have received a Coaching Services request, you agree to the following guidelines:

- Use the Videocoachme platform to manage Student requests.
- Respond promptly, within 48 hours, to all lesson-related communication, whether from the Student or from Videocoachme.
- Maintain a record of all communication between you and the Student. Communication methods can include outside emails, instant messages, telephone or in-person conversations. Important details includes information on the scope, deliverables, time frames, price, feedback, revisions, schedule changes, vacation, availability, delays, acceptance of deliverables, and completion of lessons.
- Inform the Student of your availability and response time.
- Inform the Student if you will be unavailable for more than one business day.
- Respond to all Coaching Services requests with accept, decline, or propose a time/date change. Do not ignore Coaching Service requests and allow them to expire.

Guidelines if you will be unable to provide your Coaching Service

- Immediately inform the Student offering an explanation and proposing a revised date.
- Immediately alert Videocoachme Customer Service so that Videocoachme is aware of the situation and can offer assistance to the Student.
- If you were unable to inform the Student in advance due to an emergency situation, you are required to give an explanation to the student as soon as you are able to.

Guidelines for after you have provided your Coaching Service

- Use the Videocoachme Payment Service to handle all financial matters related to your Coaching Service.
- Provide helpful, objective, balanced feedback for the Student.

Student Complaints and Refunds

Any Student who is dissatisfied with your Coaching Service is required to contact you directly through the Site or Application regarding any issues or complaints. You should try to resolve any issue or complaint directly with the Student first.

If the issue or complaint cannot be resolved, between the Coach and the Student, Videocoachme will use all records of communication as evidence to make a determination on how to adjudicate the dispute. Videocoachme shall have the right, in our sole discretion:

- To transfer credits, offer a refund, or reverse a transaction.
- To designate who shall bear the expenses resulting from any such actions.

Additional Guidelines for Coaching Services

- Agree to maintain the privacy of Videocoachme Coaching clients. This includes not soliciting any personally identifiable information (such as birth date, age, government issued number, phone number, or home address).
- Agree to maintain the privacy of your personal details. This includes personal financial information regarding your Coach Wallet.
- Agree to maintain personal records for all invoices and payments.
- Agree to cooperate with Videocoachme in anti-fraud actions, and in Dispute Resolution.
- Report any conduct violations, including misuse of ratings and feedback.
- Not use Prohibited Content, or content that violates copyright.

Providing Coaching Services

You are expected to perform in a manner that results in a consistently high level of Student satisfaction. You are in breach of these Coach Terms if you:

- Fail to deliver any Coaching Service for which payment was accepted.
- Fail to take reasonable efforts to resolve a dispute with a Student.
- Create unacceptable levels of Student dissatisfaction
- Violate the Terms of Service, Privacy Policy or other policies
- Videocoachme reserves the following rights to take any of the following actions at any time and at our sole discretion:
 - Cancel your listed Coaching Service
 - Limit your Account privileges
 - Suspend or terminate your Account
 - Adjust your Coach Wallet balance and withhold all payments
 - Contact law enforcement or seek legal remedies

License Grants

License Grant for Coach Content to Coaching clients

You hereby agree that any user who purchases your Coaching Services will be granted a right to use the Content in your Coaching Services solely for personal and noncommercial educational purposes. You acknowledge that all of the Content you submit to the Site is subject to the representations, warranties, license grants and other provisions contained in the Terms.

License Grant for Coach Content to Videocoachme

You acknowledge that Videocoachme may use your Content and information about your Coaching Services in marketing, advertising and promotion of our Site or Application in any medium. You also give Videocoachme permission to use your name as part of marketing, advertising or promotion.

License Grant for Coach Introduction Video

Videocoachme has the rights to use your Coach Introduction video for marketing, advertising or promotional purposes. Videocoachme may publish Coach videos to our official channels in third-party video hosting and streaming services, such as Youtube, Vimeo, Youku, or others, as to ensure accessibility and visibility to Videocoachme Coaching clients regardless of location.

Videocoachme will remove Coach Introduction videos published to our official channels in third-party video hosting and streaming services upon written notice sent to support.Videocoachme.com.

Contacting Customer Service

If you wish to report a violation of Site, Application or Service Policies, have any questions or need assistance, please contact Videocoachme Customer Service as follows:

Online Support: <http://support.Videocoachme.com>

Email: support@Videocoachme.com