

Educators' Exit Plan - Terms & Conditions

Last updated: 1 November 2025

These Terms & Conditions ("Terms") set out the basis on which Educators' Exit Plan ("we", "us", "our") supplies programmes, courses, and related services to you ("you", "Client"). By purchasing or accessing any product or service, you agree to these Terms.

1. Who we are

Trading name: Educators' Exit Plan

Contact: info@educatorsexitplan.com.

2. Our services

We offer:

- **1-to-1 Programme (Done-With-You)** - a premium coaching and implementation programme typically delivered over 10–12 weeks, including strategy, offer design, funnel/email setup in SCALEHub, launch guidance and coaching.
- **Self-paced Course** - an online, pre-recorded training ("Educators' Exit Plan / Classroom to Cohorts™") with templates and resources.
- **SCALEHub Hosting & Support** - optional hosting of your funnels/pages and automations, with optional ticketed support.

Specific inclusions, deliverables, timings and fees are set out in the Service Schedules (Schedules A–C).

3. Your responsibilities

You agree to:

- provide accurate information and timely feedback/approvals;
- complete agreed actions ("homework"), attend scheduled sessions (where applicable), and implement recommendations;
- comply with platform acceptable-use rules and all applicable laws (advertising, privacy, safeguarding, etc);
- obtain any consents you need from third parties (eg testimonials, student/parent data).

4. Fees, payment & late amounts

- Fees are as stated at checkout, in your invoice, or in the relevant Schedule.
- Payment is due upfront unless a payment plan is agreed in writing (see Schedule D).
- We may suspend access for non-payment. Interest may accrue on overdue sums at 4% per annum above the Bank of England base rate, plus reasonable recovery costs.
- We do not offer credit. Any instalment arrangement is a contractual payment plan with us, not a regulated credit agreement.

5. Cancellations & refunds (consumer information)

5.1 Self-paced digital course

You may be offered immediate access to the digital course upon purchase. If you are a consumer, the Consumer Contracts Regulations 2013 normally provide a 14-day cooling-off period for distance purchases; however, where you consent to immediate access to digital content, you acknowledge that the statutory right to cancel ends once access begins.

Notwithstanding the above, we offer a contractual 7-day money-back guarantee on the self-paced course provided that no work has been started in SCALEHub and no personalised services have been performed.

- **How to claim:** Email us within 7 days of purchase requesting a refund.
- **Eligibility:** We will confirm that no SCALEHub work has been undertaken and no personalised implementation has begun.
- **What counts as “SCALEHub work”:** creating or configuring your SCALEHub workspace; building or editing funnels/pages/forms/pipelines/calendars/automations; connecting domains, email/SMS services or integrations; uploading/importing your contacts/data; or providing bespoke implementation beyond generic course access.
- **Effect of refund:** Your course access will be revoked and any licence to use course materials will cease. Refunds are made to the original payment method.

If you do not consent to immediate access, we will withhold access until the 14-day cooling-off period has expired; once access begins, the statutory cooling-off right ends, but the 7-day guarantee above still applies (counted from purchase date).

5.2 1-to-1 Programme and services (no refunds)

By enrolling in the 1-to-1 Programme you request that we begin services immediately and acknowledge that this waives any statutory cooling-off right to cancel under the Consumer Contracts Regulations 2013 once performance has begun.

No refunds are offered in any circumstances for the 1-to-1 Programme after we start work. For the avoidance of doubt, “start work/performance” includes any of the following (whichever occurs first): sending onboarding materials; scheduling or conducting a kick-off/session; creating your SCALEHub workspace, assets or automations; preparing or delivering copy/designs/templates; configuring funnels, calendars, pipelines, domains or email/SMS; or granting access to any private portals or resources.

If you prefer not to waive the cooling-off period, we will not commence work or reserve delivery capacity until the 14-day period has expired and start dates may change accordingly.

5.3 SCALEHub hosting & support

Billed monthly in arrears or advance as specified. You may cancel with 30 days' written notice. Upon cancellation we will revoke hosting and support at the end of your billing period; we will provide reasonable export instructions (see Schedule C).

6. Results & disclaimers

We provide education, coaching, templates and tools. We do not guarantee income, enrolments, or specific outcomes. Your results depend on many factors including subject, market, effort, implementation and ad spend. Any figures shared are examples or case studies only.

7. Intellectual property (IP)

All course content, templates, frameworks, videos, copy, and software configurations are our intellectual property. We grant you a non-exclusive, non-transferable licence to use materials for your own tutoring business only. You must not resell, redistribute, republish, or share login access. You retain ownership of your brand, original copy and data.

8. Confidentiality & publicity

Each party will keep confidential information secret, using it only to perform under these Terms. You agree we may reference you as a client and use your name/logo/testimonial and anonymised metrics as social proof, unless you opt out in writing.

9. Data protection (UK GDPR)

- Each party acts as an independent controller of its own business data. Where we process personal data for you inside SCALEHub (eg leads/contacts), we act as your processor and you are the controller.
- We will implement appropriate technical and organisational measures and process personal data only on your documented instructions.
- You must obtain lawful bases and consents from your contacts, comply with email and advertising laws, and honour data subject rights.
- A short Data Processing Addendum (DPA) is available on request.

10. Acceptable use & community conduct

You will not use our services for unlawful, harmful, misleading, discriminatory or harassing activities. We may suspend or terminate access for breach.

11. Hosting, third-party services & downtime

We may use third-party platforms to provide services. From time to time, maintenance or outages may occur. We are not liable for third-party downtime beyond our reasonable control, but we will use reasonable efforts to minimise disruption.

12. Changes & rescheduling (1-to-1)

We ask for 24 hours' notice to reschedule a session. Sessions missed or cancelled on shorter notice may be forfeited at our discretion. Programme timelines may be adjusted for holidays/illness or force majeure.

13. Liability

Nothing limits liability for death/personal injury caused by negligence, fraud, or other liability that cannot be excluded by law. Subject to that, our total aggregate liability arising out of or in connection with the services is limited to the fees paid by you for the specific service giving rise to the claim. We are not liable for indirect or consequential loss, loss of profit, revenue, business, goodwill or anticipated savings.

14. Force majeure

We are not responsible for delay or failure caused by events beyond our reasonable control (eg power failures, platform outages, strikes, epidemics, changes in law).

15. Termination

We may terminate for material breach not remedied within 14 days, for non-payment, or where continued association may bring us into disrepute. You may terminate according to Schedules and Section 5. On termination, all sums due become payable and access ceases, save for any post-termination rights expressly stated.

16. Non-solicitation (optional)

For 6 months after your programme ends, you will not solicit our employees/contractors to provide similar services outside our engagement.

17. Variation

We may update these Terms from time to time. The version in force on your purchase date applies to that purchase. Material changes will be notified by email or within your portal.

18. Governing law & jurisdiction

These Terms and any disputes are governed by the laws of England & Wales, and subject to the exclusive jurisdiction of the English courts.

Schedule A — 1-to-1 Programme (Done-With-You)

Scope (summary): Strategy and implementation to launch your small-group, results-based programme. Typical inclusions:

- Niche and offer design (clear outcome + 8–12 week plan).
- Pricing and capacity modelling.
- Copy and structure for landing page, booking, email nurture and FAQs.
- SCALEHub setup: funnel, forms, pipelines, calendars, automations, email/SMS configuration (subject to provider limits).
- Launch plan, discovery-call coaching (ethical), light ad-account setup (structure/pixel), creative prompts.
- Weekly 1-to-1 calls (or equivalent) over 10–12 weeks and reasonable asynchronous feedback.

Exclusions: Legal/regulatory advice; financial/tax advice; media buying or ad management at scale; complex custom development; copy translation; guarantees of outcomes.

Client inputs: Brand details, subject focus, testimonials, availability, timely approvals, access to required accounts.

Timeline: Target 6–8 weeks to live enrolment (subject to client inputs).

Refunds: See Section 5.2.

Schedule B — Self-Paced Course

Access: Personal, single-user licence for course videos, templates and resources for 12 months.

Usage: For your own business only. No redistribution.

Refunds: See Section 5.1 (digital content and cooling-off).

Support: Community or email support if stated on the sales page; otherwise self-serve only.

Schedule C — SCALEHub Hosting & Support

Hosting only (\$69/month):

- Hosting of your funnels/pages/automations within our SCALEHub workspace.
- Access continues while fees are current. No support included.
- Cancel anytime with 30 days' notice; hosting ends at the end of your billing cycle.

Hosting + Ticketed Support (\$129/month):

- As above, plus email ticket support with responses within 48 hours (Mon–Fri) for standard “how-to” queries.
- Excludes new builds, strategic consulting, or ad management.

Migration: You may migrate to your SCALEHub account at any time. We will provide reasonable export guidance; however, some assets or settings may not be portable in identical form due to platform limitations.

Fair use: We reserve the right to limit storage/sending volumes in line with platform fair-use and anti-spam rules.

Schedule D — Payment Plans

Where a payment plan is agreed:

- You commit to the full programme fee; instalments are a convenience, not a pay-as-you-go model.
- Missed payments: we may suspend access after 7 days’ arrears and send reminders. If unpaid after 14 days, we may pass the account to collections and recover reasonable costs.
- Payment plans are not consumer credit; no interest is charged beyond late-payment interest under Section 4.

Schedule E — Testimonials & marketing permissions (optional)

By providing a testimonial, review, or case study, you grant us a worldwide, royalty-free licence to use, edit, reproduce and publish it (with your first name, subject/level, and optional headshot) in marketing materials. You may withdraw consent for future use by written notice; this won’t require us to remove already-published materials.

We aim to resolve concerns quickly. Please email info@educatorsexitplan.com with “Complaint” in the subject. We will acknowledge within 2 business days and aim to respond within 10 business days.

Acceptance

By purchasing, accessing or using our services, you confirm you have read and accepted these Terms and the relevant Schedule(s).