

Terms for Coaches

Last updated March 20, 2025

These Terms for Coaches ("**Agreement**") govern your use of the **Grapplers Connect** platform as a coach offering grappling-related coaching services to athletes. By registering as a coach and using the platform, you agree to abide by these terms, which form a legally binding agreement between you and **Grapplers Connect LLC** ("**we**," "**our**," or "**us**").

1. Role of Grapplers Connect

- *Grapplers Connect* is a facilitation platform that connects independent coaches with athletes seeking grappling training.
- We do not employ coaches, guarantee their services, or take responsibility for their performance.
- You act as an independent contractor and are solely responsible for setting your service rates, delivering sessions, and maintaining professional conduct.

2. Commission & Payment Terms

2.1 Commission & Processing Fees

- *Grapplers Connect* takes a 12.9% + \$0.30 commission on each transaction.
- This commission covers platform operations, payment processing (handled via Stripe), and associated service fees.

2.2 Payment Clearance & Withdrawals

- All payments received for your services are subject to a **14-day** clearance period from the date of service completion.
- After this period, you may request a withdrawal to your linked Stripe account or bank account.
- Any applicable taxes, Stripe processing fees, and bank charges may apply to your withdrawal.

2.3 Payment Disputes & Chargebacks

- If an athlete disputes a transaction, *Grapplers Connect* may temporarily hold funds until the dispute is resolved.
- If a chargeback is initiated by an athlete's bank, the amount may be deducted from your pending balance.
- Coaches who receive multiple disputes or chargebacks may be subject to account suspension or termination.

3. Refund & Cancellation Policy

3.1 Coach-Defined Refund Policy

- You may set your own refund and cancellation policies, which must be clearly communicated to athletes before they book your services.
- You are responsible for handling all refund and cancellation requests in accordance with your stated policies.

3.2 Athlete-Initiated Refund Requests

- Athletes may request a refund within 14 days from the service completion date, even if your refund policy differs.
- If an athlete initiates a refund request, you must review and process it in good faith.
- Refunds granted to athletes will be minus the platform's non-refundable processing fee of 12.9% + \$0.30 per transaction.

3.3 Refund Disputes & Platform Mediation

- If a dispute arises over a refund, it is your responsibility to communicate with the athlete and reach a resolution.
- If an agreement cannot be reached, *Grapplers Connect* may step in as a mediator, and our decision will be final and binding.
- Repeated refund disputes may result in temporary or permanent account suspension.

4. Coach Obligations & Conduct

As a coach on *Grapplers Connect*, you must:

- Provide accurate information about your qualifications, experience, and services.
- Deliver training sessions as scheduled and in accordance with your listed service descriptions.
- Comply with all applicable laws and industry standards in your coaching activities.
- Not engage in deceptive, fraudulent, or misleading behavior, including falsifying credentials or misrepresenting your expertise.
- Maintain professionalism and avoid harassment, discrimination, or inappropriate conduct towards athletes.
- Not solicit athletes for off-platform payments or attempt to bypass *Grapplers Connect's* payment system.
- Not engage in any form of misconduct, including unauthorized recording, sharing of personal information, or violating athlete privacy.

Failure to comply with these obligations may result in account suspension or permanent removal from the platform.

5. Dispute Resolution & Platform Intervention

- Coaches are responsible for resolving disputes with athletes regarding service quality, refunds, or cancellations.
- *Grapplers Connect* may intervene in disputes at its sole discretion, and our decision will be final and binding on both parties.
- We reserve the right to withhold payments, restrict access to services, or terminate accounts if disputes are not handled in accordance with platform policies.

6. Liability Disclaimer

- *Grapplers Connect* does not guarantee athlete satisfaction or the success of any coaching sessions.
- You assume all risks related to providing coaching services, including potential injuries, dissatisfaction, or disputes.
- You agree to indemnify and hold harmless *Grapplers Connect*, its affiliates, employees, and representatives from any claims, damages, or liabilities resulting from your coaching activities.

7. Account Termination & Suspension

- We reserve the right to suspend or terminate your account if you:
 - Violate any of these terms.
 - Engage in fraudulent or deceptive practices.
 - Receive multiple refund disputes or chargebacks.
 - Attempt to bypass *Grapplers Connect*'s payment system.
- If your account is terminated, any pending payments may be forfeited at our discretion.

8. Tax Responsibility

- As an independent coach, you are solely responsible for reporting and paying any taxes on the income earned through *Grapplers Connect*.
- We may be required to collect and report tax-related information as per applicable laws.

9. Changes to These Terms

Grapplers Connect reserves the right to modify these Terms for Coaches at any time. Any updates will be posted on the platform, and continued use of the platform constitutes acceptance of the revised terms.

10. Contact Information

For any questions regarding these terms, please contact us at jordan@grapplersconnect.com.