

# Elite Coaching IQ – Terms of Utilization & Policies

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Effective Date: June 18<sup>th</sup>, 2025

Last Updated: July 11<sup>th</sup>, 2025

## 1. Introduction

Welcome to Elite Coaching IQ. We are a platform dedicated to helping families and youth athletes receive professional performance feedback and developmental insights from certified soccer coaches. These Terms govern the use of our platform and services, including virtual consultations and feedback tools. By using our services, you agree to these Terms and all applicable laws.

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## 2. Scope of Service

Elite Coaching IQ provides:

- Access to vetted soccer coaches for virtual feedback sessions.
- Tools to upload or stream player performance footage for coach analysis.
- Personalized development reports and recommendations.

### **Video Storage Policy:**

Elite Coaching IQ does **not** permanently store uploaded player videos on its servers once the feedback has been provided. Videos are used only for the intended purpose and are permanently deleted after the session.

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## 3. User Eligibility

- Users must be 18 years or older, or have an account created and supervised by a parent/legal guardian.
  - Youth athletes under 18 must always be accompanied by their parent/guardian in all virtual sessions.
  - Users must provide accurate, complete, and truthful information.
  - Users agree not to impersonate others or misuse the platform.
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#### 4. Coach Qualifications & Screening

- All coaches undergo third-party background checks prior to approval.
  - Coaches must hold relevant coaching certifications or playing experience.
  - Coaches agree to maintain professional, respectful conduct at all times.
  - Coaches are strictly prohibited from engaging in any communication with minors outside of scheduled sessions or Elite Coaching IQ channels.
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#### 5. Booking, Cancellations & Refunds

- Sessions must be scheduled at least 24 hours in advance.
  - Cancellations or reschedules require at least 12 hours' notice.
  - Late cancellations or no-shows may be non-refundable.
  - Elite Coaching IQ reserves the right to suspend or cancel any booking that violates safety or conduct standards.
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#### 6. Code of Conduct

All users (families, athletes, and coaches) must:

- Communicate respectfully and professionally.
  - Use the platform only for its intended purpose.
  - Not record or distribute any session content without written consent from all parties.
  - Immediately report any inappropriate behavior or policy violations.
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#### 7. Child Safety Policy

- **No 1-on-1 Calls:** Coaches are strictly prohibited from conducting private virtual sessions with athletes under 18 years old without a parent or legal guardian present for the entire session.
  - **Parent Responsibility:** It is the sole responsibility of the parent/guardian to ensure they are present for all virtual meetings with their child.
  - Sessions may be terminated immediately if a parent/guardian is not present.
  - All user interactions must remain on the Elite Coaching IQ platform.
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## 8. Privacy & Data Protection

- Player performance videos are deleted after analysis; Elite Coaching IQ does not store them permanently.
  - All user data is protected according to our Privacy Policy and applicable data protection laws.
  - Any third-party cloud storage or video conferencing services used comply with relevant privacy standards.
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## 9. Intellectual Property

- All coaching feedback, reports, and session materials are the intellectual property of Elite Coaching IQ and the coach who provided them.
  - Users may not reproduce, redistribute, or share these materials without written consent.
  - Unauthorized recording or distribution may result in legal action.
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## 10. Disclaimers & Limitation of Liability

- Elite Coaching IQ is a connecting platform that facilitates sessions between families and independent contractor coaches.
  - We do not guarantee specific player development outcomes or future recruitment success.
  - Families are responsible for ensuring that any training advice is implemented safely.
  - In no event shall Elite Coaching IQ be liable for indirect, incidental, or consequential damages.
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## 11. Reporting & Dispute Resolution

- All inappropriate conduct must be reported immediately to [marlon@elitecoachingiq.com](mailto:marlon@elitecoachingiq.com).
  - Elite Coaching IQ will investigate all reports promptly and may suspend or ban users or coaches for policy violations.
  - Disputes shall be resolved through mediation or arbitration before pursuing any legal claims.
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## 12. Policy Updates & Acceptance

By using Elite Coaching IQ, you accept these Terms of Utilization. Policies may be updated as needed; continued use indicates your acceptance of any revised terms.

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## 13. Contact Information

For questions or to report concerns, please contact:

 **marlon@elitecoachingiq.com**