



TERMS & CONDITIONS

MOCK INTERVIEWS SERVICE

1. NATURE OF THE AGREEMENT

- 1.1. These Terms and Conditions govern the relationship between ZoomInterviews LLC ('Zoom'), an Illinois limited liability company and you.
- 1.2. Zoom will provide the Service requested by you in accordance with these Terms and Conditions.
- 1.3. These Terms and Conditions constitute the entire agreement between you and Zoom, and govern your use of the Service. You also may be subject to additional terms and conditions that may apply when you use affiliate services.

2. COMMENCEMENT OF THE SERVICE

- 2.1. You should schedule a mock interview session at least 72 hours in advance. A session scheduled with a shorter notice may incur additional payments.
- 2.2. We will schedule a mock interview session according to the dates and times you provided in the application form.
- 2.3. We will confirm a date and time of your mock interview by e-mail.
- 2.4. We will ask you for details of a credit or debit card and payment will be taken before the individual interview coaching session takes place. You will be given an order number and emailed confirmation of the process.
- 2.5. After payment is taken, you must email to us your resume, plus any important background information on your career, interview history and aspirations as specified in the application form no less than 2 working days prior to the agreed mock interview session date.
- 2.6. While we will try our best to match you with a mock interviewer of your choice we reserve an option to select an alternative mock interviewer who we believe is a good fit to conduct a mock interview for you. In rare circumstances where we believe that none of our mock interviewers is a good fit to conduct a mock interview with you, we will inform you that we are not be able to provide the service and reimburse you for any payments made by you for the service

3. CHARGES AND PAYMENT

- 3.1. All sums payable by you for the provision of the Service are to be paid via credit or debit card or by Paypal before the mock interview session takes place.
- 3.2. We will not be liable for any reimbursement of expenditure incurred by you in relation to other related services (e.g. costs for pursuing any follow-on recommendations suggested as part of the mock interview services).
- 3.3. Payment security: payment is made via a secure facility.

4. CANCELTION POLICY

Cancellation of sessions that have been booked by you should be made at least 48 hours in advance by e-mail. We will fully reimburse you for cancelled services only if they comply with this cancellation policy. If you cancel your session within 48 hours of your scheduled mock interview you will be refunded 50% of your payment. If you cancel your session within 24 hours of your mock interview you will be refunded 25% of your payment.

5. YOUR OBLIGATIONS

You will:

- 5.1. Co-operate with us in all matters relating to the provision of the Service by us;
- 5.2. Promptly provide such information as we may request and ensure that the information is accurate in all material respects; and
- 5.3. Send your Resume/Application form before your mock interview session(s), as a Word document that can be read by Microsoft Office although earlier versions will come through) or as a pdf file.

6. CONFIDENTIALITY AND DATA PROTECTION

- 6.1. We undertake to keep all details and information concerning your personal information confidential and will not disclose to any third party such details or information without your consent.
- 6.2. Data Protection: All Applications reviewed by us and your personal details are secured and are never passed on, shared, sold or rented other than for the specific purpose of providing the Service.

7. COPYRIGHTS

ZoomInterviews LLC retains full copyright of all material it provides to individuals. The Service allocates rights to subscribers for personal use of the material in support of their admissions preparation only. Subscribers may not distribute, share, lend or rent any copyright material without the written permission of ZoomInterviews.

8. LIMITATION OF LIABILITY

8.1. We shall not be liable to you for any loss which:

(a) arises as a result of events beyond our reasonable control (although, in the event that we are unable to hold your mock interview session as planned, we shall refund to you the amount you have paid to us for the Service plus any credit card fees you may have incurred in making such payment);

(b) arises as a result of you accepting any comments made to you as part of a mock interview session with one of our mock interviewers (comments are made on a provisional basis and may be accepted or rejected by you as you see fit);

(c) arises as a result of an application of yours being unsuccessful and you were not admitted to a business school.

8.2. In no event shall our aggregate liability to you exceed the amount you have paid to us for the Service plus any credit card fees you may have incurred in making such payments.

9. GENERAL PROVISIONS

9.1. No variation of these Terms and Conditions shall be valid unless in writing and signed by or on behalf of both you (the client) and Zoom.

9.2. Any failure by us to exercise or enforce any right or provision of these Terms and Conditions shall not constitute a waiver of such right or provision.

9.3. If any provision of these Terms and Conditions is found by a court to be invalid, you and we nevertheless agree that the court should endeavor to give effect to our intentions as reflected in the relevant provision, and the other provisions of these Terms and Conditions shall remain in full force and effect.

9.4. The Terms and Conditions shall be governed by the laws of Illinois.

10. DEFINITIONS AND INTERPRETATION

In these Terms and Conditions, the following words and expressions shall have the following meanings:

Mock Interview or Interview Coaching: Phone or Skype consultation with a ZoomInterviews mock interviewer

Service: the service comprising mock interview or interview coaching.

Terms and Conditions: these terms and conditions which govern the relationship between you and Zoom in relation to the provision of the Service.