



# ORGANIZATIONAL LEADERSHIP DEVELOPMENT TERMS & SERVICES

## Every Level Coaching & Consulting by Kasey Young

### *Leadership Accelerator - 6-Session Series*

These Terms & Services govern an organization's purchase of the Leadership Accelerator from Every Level Coaching & Consulting by Kasey Young ("Every Level"). The organization completing the enrollment form is the sponsoring organization ("Sponsor"). By electronically accepting these terms through the enrollment form, Sponsor agrees to the terms below. Each participant receiving individualized coaching or leadership development services must separately accept Every Level's Participant Coaching & Leadership Development Agreement before services begin.

## DESCRIPTION OF SERVICES

The Leadership Accelerator is a six-session leadership development and coaching series designed to help participants gain clarity, identify challenges, strengthen a resilient leadership mindset, work through real leadership situations, improve team dynamics, and intentionally influence workplace culture and retention. Every Level's Leadership Launch Sequence, Clarity, Ownership, Capability, Action, and Impact, will be used throughout the series.

Each designated participant will receive six virtual sessions of 60 minutes each. Every Level will also be available to participants by text or email between scheduled sessions Monday through Friday and will respond within 24-48 hours during that Monday-through-Friday availability window. Messages received outside that availability window are not subject to the 24-48 hour response commitment.

## PROGRAM & PAYMENT TERMS

| PROGRAM DETAIL              | VALUE                                                                 | PROGRAM DETAIL           | VALUE                                                                                            |
|-----------------------------|-----------------------------------------------------------------------|--------------------------|--------------------------------------------------------------------------------------------------|
| PROGRAM / PACKAGE           | Leadership Accelerator - 6-Session Leadership Development Series      | PRIMARY FOCUS / OUTCOMES | Clarity, resilience, real-world leadership application, team dynamics, culture, and retention    |
| SESSIONS PER PARTICIPANT    | 6                                                                     | SESSION LENGTH           | 60 minutes                                                                                       |
| SESSION FREQUENCY           | As mutually scheduled                                                 | PRIMARY MEETING METHOD   | Google Meet unless otherwise agreed                                                              |
| FOUNDING CLIENT RATE        | \$1,500 per participant                                               | TOTAL PROGRAM INVESTMENT | Calculated automatically based on the number of participants selected in the Wix enrollment form |
| PAYMENT                     | Sponsor is responsible for the full organizational program investment | PAYMENT DUE              | Through the enrollment/payment process unless otherwise agreed in writing                        |
| CANCELLATION / RESCHEDULING | At least 24 hours advance notice                                      | PARTICIPANT AGREEMENT    | Required before each participant begins individualized services                                  |



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## PROGRAM SCOPE - 6-SESSION LEADERSHIP DEVELOPMENT SERIES

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**Session 1 - Clarity & Leadership Focus:** Define leadership priorities, strengths, values, goals, and the current challenges affecting leadership effectiveness.

**Session 2 - Ownership & Challenge Identification:** Identify obstacles, patterns, accountability opportunities, and areas where the participant can increase influence and intentional leadership.

**Session 3 - Resilient Leadership Mindset:** Build self-awareness, resilience, confidence, and practical approaches for leading through pressure, uncertainty, change, and competing demands.

**Session 4 - Real-World Leadership in Action:** Work through actual day-to-day leadership issues and scenarios, including communication, decision-making, accountability, conflict, and other current leadership needs.

**Session 5 - Team Dynamics & Leadership Potential:** Apply practical tools to strengthen trust, communication, engagement, expectations, relationships, and the participant's ability to lead the team effectively.

**Session 6 - Culture, Retention & Lasting Impact:** Translate learning into an action plan designed to strengthen workplace culture, support retention, and sustain leadership growth beyond the series.

**Framework:** The Every Level Leadership Launch Sequence, Clarity, Ownership, Capability, Action, and Impact, is integrated throughout all six sessions to move participants from insight to intentional action and sustainable impact.

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### 1) Sponsor and Participant Relationship

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- A.** Sponsor is the purchaser of the program and is not the individual coaching client for any participant. The coaching and leadership development relationship for each participant is between Every Level and that participant.
- B.** Sponsor may identify general organizational goals, leadership priorities, or desired program outcomes. Individual participant disclosures, coaching notes, session content, goals, challenges, and other confidential coaching information will remain subject to the confidentiality terms in the Participant Agreement.
- C.** Sponsor understands that each participant must sign the Participant Coaching & Leadership Development Agreement before receiving individualized services. Every Level may postpone or decline to begin a participant's sessions until that agreement is completed.
- D.** Sponsor will identify participants who are authorized to participate and will provide the information reasonably necessary for scheduling and onboarding. Sponsor is responsible for ensuring it has appropriate authority to provide participant contact information to Every Level for program administration.

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### 2) Participant Agreements and Onboarding

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Participation in the Leadership Accelerator is contingent upon each designated participant completing and signing Every Level's Participant Coaching & Leadership Development Agreement before the participant's first session. No individualized coaching or leadership development session will be conducted until the applicable Participant Agreement has been completed.

The Participant Agreement will address the coach-participant relationship, confidentiality, participant responsibilities, coaching limitations, session recording consent, cancellation, record retention, and other terms governing the individual relationship.

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### 3) Confidentiality and Sponsor Reporting

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Individual coaching conversations are confidential in accordance with the Participant Agreement and the principles described in Every Level's coaching terms. Sponsor may receive administrative information reasonably necessary to manage the program, including enrollment, scheduling status, attendance, and program completion. Every Level may also provide aggregate or de-identified program themes or outcomes when appropriate.

Every Level will not disclose the content of an individual participant's coaching conversations, personal disclosures, coaching notes, specific goals, challenges, or other confidential information to Sponsor without the participant's written authorization, except when disclosure is required by law or otherwise permitted under the Participant Agreement.



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## 4) Services and Between-Session Support

Every Level will provide the services described in these Terms & Services through scheduled virtual meetings unless otherwise mutually agreed. Between-session communication by text or email is included Monday through Friday. Every Level will respond within 24-48 hours during that availability window. Between-session communication may be used for questions, reflection, accountability, clarification, and application of leadership tools related to the program.

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## 5) Pricing and Enrollment

The program investment is \$1,500 per participant. The total amount due is determined by the number of participants selected by Sponsor in the enrollment form. The enrollment form and resulting payment record will document the participant quantity and total program investment.

Any change to the participant count, payment arrangement, transfer of sessions, refund or credit arrangement, or other material program term must be approved by Every Level in writing.

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## 6) Payment Responsibility & Authorization

Sponsor agrees to pay the total program investment calculated at \$1,500 per participant. Payment will be completed through the enrollment/payment process or another payment method expressly approved by Every Level in writing. Sponsor is responsible for the full amount associated with the participant quantity submitted at enrollment.

If payment is not successfully completed or becomes overdue under an alternative written payment arrangement, Sponsor agrees to promptly satisfy the outstanding balance. Services may be paused until overdue amounts are resolved unless Every Level agrees otherwise in writing.

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## 7) Scheduling, Cancellation, and Participant Changes

Sponsor and participants are responsible for providing at least 24 hours advance notice when a scheduled session must be cancelled or rescheduled. Every Level reserves the right to treat a missed or late-cancelled session as used and will attempt in good faith to reschedule when appropriate.

Participant substitutions, transfer of unused sessions between participants, or material changes in participant count require prior written approval from Every Level.

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## 8) Record Retention

Records acquired or shared during the term of the coaching relationship will be maintained by Every Level in a format of Every Level's choice, print or digital/electronic, for a period of not less than two years, consistent with the record retention language used in Every Level's participant coaching agreement.

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## 9) Termination

Either Sponsor or Every Level may terminate this Agreement at any time with 30 days written notice. Sponsor agrees to compensate Every Level for all services rendered through and including the effective date of termination. Participant rights to discontinue an individual coaching relationship are addressed separately in the Participant Agreement.

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## 10) Limited Liability

Except as expressly provided in this Agreement, Every Level makes no guarantees, representations or warranties of any kind or nature, express or implied, with respect to the services negotiated, agreed upon and rendered. In no event shall Every Level be liable to Sponsor for any indirect, consequential, or special damages. Notwithstanding any damages that Sponsor may incur, Every Level's entire liability under this Agreement, and Sponsor's exclusive remedy, shall be limited to the amount actually paid by Sponsor to Every Level under this Agreement for services rendered through and including the termination date.



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## 11) Entire Agreement

These Terms & Services, together with the Sponsor's enrollment submission and payment record, reflect the entire agreement between Every Level and Sponsor with respect to the Leadership Accelerator. They supersede prior written or oral representations concerning the same subject matter. Any amendment must be confirmed in writing by both parties.

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## 12) Dispute Resolution

If a dispute arises out of this Agreement that cannot be resolved by mutual consent, Sponsor and Every Level agree to attempt to mediate in good faith for up to 30 days after notice is given. If the dispute is not so resolved, and in the event of legal action, the prevailing party shall be entitled to recover attorney's fees and court costs from the other party.

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## 13) Severability

If any provision of this Agreement shall be held to be invalid or unenforceable for any reason, the remaining provisions shall continue to be valid and enforceable. If a court finds that any provision is invalid or unenforceable, but that by limiting such provision it would become valid and enforceable, then such provision shall be deemed to be written, construed, and enforced as so limited.

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## 14) Waiver

The failure of either party to enforce any provision of this Agreement shall not be construed as a waiver or limitation of that party's right to subsequently enforce and compel strict compliance with every provision of this Agreement.

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## 15) Applicable Law

This Agreement shall be governed and construed in accordance with the laws of the State of California, United States without giving effect to any conflicts of law provisions.

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## 16) Binding Effect

This Agreement shall be binding upon the parties hereto and their respective successors and permissible assigns.

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## 17) Electronic Acceptance

By checking the required agreement acknowledgment and providing an electronic signature in the Wix enrollment form, Sponsor acknowledges that it has reviewed, understood, and agrees to these Terms & Services, including the requirement that each participant separately execute the Participant Coaching & Leadership Development Agreement before individualized services begin.

**Clarity. Ownership. Capability. Action. Impact.**

*Leadership at Every Level • Keep Elevating.*