

SERVICE AGREEMENT



This agreement ("Service Agreement") is between you ("the Client"), and LAUNCH Education Advisors ("LAUNCH"). LAUNCH will provide the Client independent, objective, unbiased university admissions counseling, guidance, and advice. We will manage all of the Clients information with the highest regard of confidentiality as outlined in this agreement.

I. All university guidance based on agreed upon package include

- A. Access to LAUNCH university client portal
- B. Access to online Facebook community
- C. Access to all written LAUNCH materials
- D. Unlimited emails and phone calls

II. All university guidance based on agreed upon package may include varying degrees of:

- A. In person/skype sessions
- B. Holistic factor review
- C. Academic CV development
- D. Secondary school academic, extracurricular, and summer enrichment guidance
- E. Personalized university list generation
- F. University application guidance
- G. Teacher and/or coach recommendation guidance, assistance, and advice
- H. Essay review and coaching
- I. Review of and referrals for/to standardized testing choices and test prep services
- J. Personalized campus visit and interview preparation and advice
- K. Financial aid preparation, advice/review and decision guidance
- L. Social media review and recommendations
- M. Personal branding guidance and advice

III. All school advice based on agreed upon package include

- A. Phone/skype consultation
- B. Access to all written LAUNCH materials
- C. Unlimited emails

IV. All school advice based on agreed upon package may include varying degrees of:

- A. Detailed intake conversation and form
- B. Priority list creation
- C. School recommendation list
- D. Availability consultation
- E. School visit logistics
- F. Inspection report research and summary
- G. School lottery advice (Amsterdam only)

V. Responsibilities of the client

- A. It is the responsibility of the Client to remain in contact with LAUNCH regarding any university admission correspondence from schools and other pertinent information regarding the application process in a timely manner.
- B. Providing LAUNCH all high school and college transcripts, ACT/SAT results, and the results of all educational and psychological testing if applicable.
- C. Log in regularly to the Client portal to complete required and assigned tasks.
- D. The Client will reach out to LAUNCH staff if they are experiencing any difficulties that could affect their university application process.
- E. The Client will meet deadlines as failure to do so may have a negative impact on the opportunities available to me and the guidance LAUNCH can provide.
- F. The Client WILL NOT share LAUNCH materials with anyone other than their parents/guardians.
- G. The Client will have an open mind and thoughtfully consider suggestions made by LAUNCH staff.
- H. While LAUNCH is guiding the Client through the college admission process, the Client understands that any decision they make is ultimately their own.
- I. The Client will authentically write their own essays as the Client understands plagiarism is unethical and unacceptable.
- J. The Client understands that in order to receive the highest quality guidance from LAUNCH, the Client will be open, honest, and realistic about their wants, needs, and qualifications to themselves, their parents/guardians, teachers, and the LAUNCH staff.
- K. The Client will manage, adjust, and communicate any changes to their ambitions, wants, needs, and qualifications to their parents/guardians, teachers, and the LAUNCH team.

VI. LAUNCH Education Advisors Responsibilities

- A. ALLEVIATE STRESS by guiding the Client through the process, each step of the way
- B. ASSIST the Client with defining, and prioritizing your objectives,
- C. PROVIDE timely interactions, current information and quality professional services,
- D. BE ACCESSIBLE to the Client throughout the duration of your agreement,
- E. RESPOND to the Client's telephone calls and e-mails promptly.
- F. FOLLOW the LAUNCH core values

VII. LAUNCH Education Advisors and Confidentiality

- A. All client sessions and materials are confidential and adhere to our Privacy Policy.

VIII. LAUNCH Education Advisors DO NOT

- A. Guarantee admission to or financial aid from any school. All decisions are solely made by the educational institution. LAUNCH does not have influence in these decisions.
- B. Solicit or accept any compensation from schools or programs for placing or attempting to place students in those said schools or programs.
- C. Complete school and scholarship applications.
- D. Create or write any part of the school application and/or essays.
- E. Provide SAT, ACT, and/or TOEFL test preparation.
- F. Falsify, distort, alter, forge, fabricate, or corrupt any information and/or documents leading to misrepresentation of the Client.
- G. Mail applications.

IX. Timeline of Services

- A. LAUNCH Education Advisors will provide university or school admission guidance and/or advice for the duration of the specific time period in the Client's contract which may vary depending on the Client's start date.

X. Currency

- A. The currency of agreed upon packages will be stated in Euros (€), but payment will be accepted in the following currencies: Euros (€), US Dollar (\$), British pound sterling (£). We will accept payment by credit, PayPal, iDeal, Bancontact. Checks will not be accepted.

XI. Terms of Agreement

- A. Any CLIENT who illegally represents themselves in this contract will no longer receive services from LAUNCH. Any misrepresentation of the Client's documents and/or citizenship by the parent or student will result in discharge of services by LAUNCH.
- B. By providing falsified information in documentation or citizenship, the Client and their family waive their rights to a refund.

- C. The fee includes services provided by LAUNCH; prep time; email, fax, text, and telephone correspondence; professional research; analysis and material for admission to university or school for the duration of the agreed upon package.
- D. In the event either party wants to terminate the agreement, this must be done in writing or email within five working days of the initial agreement. Text messages are not an acceptable form of correspondence for termination.
- E. In the event the agreement is terminated by the Client, LAUNCH will provide a refund up to 30% of the full priced, agreed upon package.