



MENTORSHIP PLATFORM, TERMS AND CONDITIONS Page 1/2

1. The Basics

By using The Creative Floor Awards Mentorship Platform, you're agreeing to these Terms and Conditions. They apply to all mentorship services, including one-to-one sessions, group programmes, written feedback, and any guidance shared through the platform. The Creative Floor Ltd may update or change these terms from time to time, at its discretion.

2. What Mentorship Is (and Isn't)

Everything shared through the mentorship platform is designed to support your professional and creative development. It's honest advice, lived experience, and practical guidance. It is not legal, financial, medical, or business advice. You decide what to take, what to leave, and how to apply it.

3. Responsibility

The Creative Floor Awards, The Creative Floor Ltd, our mentors, and anyone involved in delivering the platform aren't responsible for decisions or outcomes that come from the advice given. Mentorship is a support system, not a safety net. You're in control of how you use it.

4. Response Times and Booking

We aim to respond to written questions within 48 hours, whenever possible. One-to-one mentorship sessions are aimed to be booked within 7 days, depending on mentor availability. If you need a specific date or time, please tell us when booking. We'll do our best to accommodate it, but availability can't be guaranteed.

5. Scheduling and Changes

Sessions are scheduled around mentor availability. If you need to reschedule, please give as much notice as possible. Missed sessions without notice may be forfeited. Occasionally, we may need to reschedule or cancel a session. If that happens, we'll let you know as early as we can.

6. Mentors

We work with a network of experienced mentors. While we'll always aim to match you well, specific mentors can't be guaranteed and may change based on availability.

7. What's Included

Mentorship covers the format and time agreed at booking. Ongoing support outside the platform isn't included unless clearly stated.



8. Fees

All mentorship fees are non-refundable.

9. Privacy

Anything you share with mentors stays confidential, unless we're legally required to say otherwise. We respect your trust.

10. Conduct

We expect everyone to show up with respect and professionalism. If behaviour crosses a line, we reserve the right to pause or end access to the platform.

11. The Legal Bit

These Terms and Conditions are governed by the laws of the United Kingdom.