

Clarté

Mentorship Sessions Code of Conduct

This Code of Conduct governs all Mentorship Sessions offered by Clarté and applies to all Customers engaging these services. By booking a session, you agree to the standards set out below.

1. Honest and Accurate Information

- **Enquiry form:** Customers are expected to submit true, complete, and accurate information in their Enquiry Form. The quality of guidance provided by Clarté is directly dependent on the information received.
- **Goals and questions:** Prior to each session, Customers are asked to submit clear goals and questions by email. This ensures session time is used effectively and that guidance is as relevant and targeted as possible.
- **Your responsibility:** It is the Customer's responsibility to communicate their needs, priorities, and session structure preferences clearly and in a timely manner.

2. Session Structure and Expectations

- **Before sessions:** Session structure, goals, and the scope of the personal written summary will be discussed, set, and agreed upon between the Consultant and the Customer at the outset of the first session.
- **Consultant's role:** The Consultant will establish and manage the session framework to ensure clarity and focus. Customers are encouraged to actively contribute to shaping this structure.
- **Ongoing communication:** The onus is on the Customer to ensure their evolving needs and any session structure suggestions are communicated to the Consultant in advance of or during sessions.
- **Punctuality:** Please join on time. Sessions begin and end at the scheduled time. Late joins will not necessarily extend the session.

4. Scope of the Service

- **Informational only:** Mentorship Sessions provide educational guidance only and do not constitute legal, migration, financial, or professional advice.
- **No guarantees:** Clarté does not guarantee admission outcomes, funding approval, or any result dependent on a third party.
- **Decisions remain yours:** All decisions regarding university applications, enrolment, and related matters remain solely the Customer's own.

5. Written Summary

- **Post-session summary:** A written summary of key discussion points, tailored recommendations, and agreed action points will be sent by email within 48 hours of each session.
- **Scope:** The summary reflects the content of the session as agreed and is for personal guidance purposes only. It does not constitute professional advice.

6. Rescheduling and Cancellation

- **Notice required:** Cancellations or reschedules must be made at least 24 hours before the scheduled session at no cost.
- **Late cancellations:** Cancellations with less than 24 hours' notice may result in forfeiture of that session, subject to applicable consumer protection rights.
- **Clarté cancellations:** Where Clarté cancels or reschedules, the session will be reinstated at a mutually convenient time.

7. Consumer Guarantees

Clarté is committed to delivering its services with reasonable care, skill, and diligence.

- **Single participant:** Sessions are for the named Customer and any identified Authorised Child User only, and may not be attended by third parties without Clarté's prior written consent.
- **Recording:** Sessions may not be recorded by the Customer without Clarté's prior written consent.

3. The Mentor–Mentee Relationship

- **Joint responsibility:** The value of the mentorship relationship is a joint responsibility. Customers acknowledge that meaningful outcomes depend on active participation, preparation, and engagement from both parties.
- **Time investment:** Particularly where more than one session is undertaken, Customers are expected to set aside adequate time between sessions to reflect on guidance received, complete agreed action points, and prepare for subsequent sessions.
- **Respectful engagement:** All sessions are conducted in a professional and courteous manner. Clarté expects the same from all Customers. Discrimination, harassment, or offensive language of any kind will not be tolerated.

Where a service is not delivered to a satisfactory standard, Clarté will work with the Customer to remedy the issue in a fair and timely manner. Nothing in this Code limits any consumer protection rights available to you under applicable law.

8. Breaches

Clarté reserves the right to end or refuse a session where conduct is abusive, threatening, or in serious breach of this Code.

9. Further Information

For full details on payment, cancellations, liability, and your rights, please refer to Clarté's **Terms and Conditions** and **Privacy Policy**, available on the website or upon request.