

Tuition Refund Guarantee: Rights and Obligations.

1. *Guarantee Description.* Subject to your full and continued compliance with all of your obligations described in this document, and provided that you continuously satisfy all eligibility requirements, SV Academy will refund in full the total amount of tuition paid by you for your participation in the SV Academy Program in the event you are not offered a Qualifying Position during the Guarantee Period. If you qualify for the Tuition Refund Guarantee and provided you have complied with all other obligations hereunder and not received an Offer for a Qualifying Position, no Monthly Installment Payments shall be due hereunder.

2. *Eligibility Requirements.* In order to be eligible for this Tuition Refund Guarantee, **you must meet all of the following** eligibility requirements:
 - 2.1. *Upfront Requirements:*
 - a. You must be 18 years old or older.
 - b. You must live in, or within a one (1) hour commute of one of the Metropolitan Areas: Atlanta, GA; Austin, TX; Boston, MA; Chicago, IL; Dallas, TX; Denver, CO; Los Angeles, CA; New York City, NY; Phoenix, AZ; San Francisco Bay Area, CA; and Washington DC.
 - c. You must be a US citizen or green card holder
 - d. You must hold a Bachelor's Degree from any accredited educational institution in any subject by the date you are approved to enroll in SV Academy. Most employers still require a Bachelor's degree in addition to the skills and experience you will gain through your SV Academy program experience.

- e. You must be proficient in spoken and written English, as determined by SV Academy during the Admissions process in its sole discretion.
- f. You must be able to pass any background checks associated with jobs that you apply for. Without limiting the foregoing, if you fail to obtain a job offer directly or partially due to your failure to pass a background check associated with the job offer, you will not be eligible for a refund under this Guarantee.

2.2. *In Program Requirements:*

- a. Complete all the mandatory requirements for graduation.
- b. Complete 100% of the core curriculum within 4 months of your cohort start date.
- c. Meet or exceed expectations on all core projects, according to the provided rubrics. You are welcome to submit improved versions based on your instructor's feedback until you meet expectations.
- d. Complete and pass all career development tasks that are (a) listed in the curriculum, in the order they appear in the curriculum, and/or (b) personally assigned to you by SV Academy. This includes without limitation taking all calls and passing mock interviews.
- e. Fully commit to your job search and take our recommendations seriously.
- f. Actively pursue your own success and put significant effort into your own growth.

2.3. *On-going Requirements:*

- a. Be active in your job search and apply for a minimum of 10 Qualifying Positions in your Metropolitan Areas per week, in accordance with best practices prescribed by SV Academy.
- b. Be active in building your network and reach out to at least 7 individuals per week and conduct 5 informational interviews per month. Outreach includes emailing, LinkedIn messages, meetups and conferences. An informational interview may be done in person, video chat or via phone call. Being consistent in your networking

including making contacts and following up is critical to one's success in the job search.

- c. Schedule calls with an SV Academy coach at the frequency instructed by the coach.
- d. Accept guidance from your Career Services team and follow their recommendations on your job search strategy including building your network and applying for jobs that are a good fit for you. You should be applying for roles that are suited to your skillset and areas of expertise and maintain realistic expectations about what kind of first job as an SDR is right for you. You must provide the SV Academy Career Services team with a weekly summary of job-related activity in the tool provided by SV Academy, including all job applications submitted and networking efforts made. You will also provide SV Academy with further job-related information on request.
- e. Respond to placement related communications from SV Academy within 1 business day.
- f. Always act with reasonable and good faith efforts to obtain a Qualifying Position.

3. *Qualifying for Refund Guarantee.* If you believe you qualify for a refund under the Tuition Refund Guarantee, you must provide a written and signed certification that you have met all of the terms described herein, and that you have not been offered any Qualifying Positions, on or before the date that is 30 days following expiration of the Guarantee Period. There will be no refund of the Commitment Fee. All refunds are processed within 30 days of the request date. Student must provide full documentation at the time of withdrawal to request a refund.

4. *Events that Void this Tuition Refund Guarantee.* Without limiting the foregoing, the occurrence of **any of the following** events prior to or during the Guarantee Period shall render this Tuition Refund Guarantee null and void:

- a. You turn down an offer of employment for a Qualifying Position.
- b. You enter into a search for a job that, if accepted, would not meet the definition of a Qualifying Position above.

- c. You accept a job that does not meet the definition of a Qualifying Position above.
- d. You do not communicate with SV Academy Career Services consistently throughout your search, including notifying us of any offers you have received.
- e. You significantly change your job search strategy during the Guarantee Period, including without limitation changing the Metropolitan Area of search, or industry, unless agreed to in advance by SV Academy.
- f. You do not apply for jobs that are suitable for your skillset or experience as discussed in your calls with SV Academy's Career Services team.
- g. You fail to attend and/or reschedule/cancel a call with less than 24 hours' notice with a career coach or mock interviewer 2 or more times.
- h. You withdraw from the program, for any reason, after your initial enrollment date.
- i. You choose to start your own business or work as a freelancer.