

OFFICE HOURS POLICY

Last Updated: January 2, 2026

This Office Hours Policy established by Forma Holdings LLC (dba Forma Group) and its affiliates (“**Forma Group**,” “**we**,” “**us**,” “**our**”) sets forth responsibilities, obligations, and restrictions arising out of your use of individualized instructional sessions with Forma Group instructors (collectively, the “**Office Hours**”) and your interactions with us and our personnel in connection therewith. By purchasing Office Hours or indicating your assent to the Forma Group Terms of Service, which can be accessed [here](#), or any other written agreement between you and Forma Group referencing this Office Hours Policy (such written agreement and the Forma Group Terms of Service, as applicable, the “**Service Agreement**”) in any way (e.g., by clicking “I Agree” or a similar mechanism), or by otherwise accessing and using the Office Hours, you accept and agree to comply with the terms of this Office Hours Policy (the “**Policy**”). If you do not agree to all of the terms and conditions of this Policy, you may not use or access the Office Hours. Failure to comply with this Policy may result in us terminating or suspending your use of the Office Hours and potential civil, criminal, or administrative liability or penalties against you. This Policy is incorporated by reference and governed by the Service Agreement. Capitalized terms not otherwise defined herein have the meaning set forth in the Service Agreement.

1. Purchases

Purchases of Office Hours are governed by the Service Agreement. Payments may be designated for any Forma Group affiliate. All such purchases are subject to Forma Group availability and are **non-refundable**. Once accepted by Forma Group, the purchase of an Office Hours session grants you the right to schedule and attend one live session within six (6) months following your purchase. Purchases of Office Hours are deemed to be delivered and earned following Forma Group’s acceptance, regardless of whether you redeem your purchase. Unused sessions expire six (6) months after purchase. We reserve the right to reject any request for Office Hours in our discretion. In addition, we reserve the right to terminate Office Hours (including by ending Office Hours early) if you are in breach of the Service Agreement or this Policy, as determined by us in our discretion.

2. Disclaimer

While we will make good faith attempts to answer your questions and to be available for scheduling, we do not warrant any particular outcome for Office Hours, that you will be satisfied with Office Hours or the content thereof, that we will be able to answer your questions completely or accurately, or any particular availability for Office Hours.

Without limitation to the Service Agreement, OFFICE HOURS IS PROVIDED “AS IS,” “AS AVAILABLE” AND “WITH ALL FAULTS” AND WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, AND ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF TITLE, NON-INFRINGEMENT, ACCURACY, COMPLETENESS, QUALITY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ANY WARRANTIES THAT MAY ARISE FROM COURSE OF DEALING, COURSE OF PERFORMANCE, OR USAGE OF TRADE, AND ANY WARRANTIES THAT THE SERVICE IS CURRENT AND/OR UP-TO-DATE OR THAT YOUR USE OF THE SERVICE WILL BE UNINTERRUPTED, COMPLETE, ACCURATE, CURRENT, RELIABLE, ERROR-FREE, SECURE, OR THAT ANY PROBLEMS WILL BE CORRECTED, OR THAT OFFICE HOURS, OR ANY INFORMATION OR CONTENT MADE AVAILABLE DURING OFFICE HOURS, IS FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS, ALL OF WHICH ARE HEREBY EXPRESSLY DISCLAIMED TO THE FULLEST EXTENT PERMISSIBLE UNDER APPLICABLE LAW.

3. Prohibited Use of Office Hours

Office Hours are for bona fide discussions involving Service content. We encourage open dialogue during Office Hours but you are expected to behave in a courteous, respectful, and professional manner. You may not use Office Hours to have discussions about topics that are not related to the Service or that are otherwise objectionable, as determined by Forma Group in our discretion. Any information that you provide during Office Hours will not be considered confidential and Forma Group does not have any obligation of confidentiality or restriction with respect to any information that you share during Office Hours. Please use discretion when sharing any information during Office Hours.

Without limiting the foregoing, during Office Hours, you may not behave in any manner that is illegal, inappropriate, objectionable, deceptive, harmful, exploitative, abusive, or in a manner violates any person's rights or that may cause harm to any person, the Service, or Forma Group, in each case as determined by Forma Group in its discretion. Prohibited behavior, but is not limited to, using the Service to:

- Providing any content that is offensive, obscene, libelous, defamatory, fraudulent, abusive, or contains tortious or inappropriate material.
- Providing content that promotes, incites or instructs unlawful matters.
- Providing content that is otherwise unlawful.
- Harassing, abusing, or otherwise acting in an offensive, reprehensible, unprofessional, or otherwise objectionable manner towards any Forma Group personnel or other representative, or any other person or entity.
- Engage in any other conduct that restricts or inhibits anyone's use or enjoyment of the Service, or which, as determined by us, may harm the Service, Forma Group or users of the Service or expose them to liability.

4. Amendments to this Policy

This Policy may be modified at any time, for any reason, and at our sole discretion. You should review this Policy periodically to be aware of and understand any changes. A revised version of this Policy will be effective as of the date it is posted. Notwithstanding the foregoing, in the event we make a material change to this Policy, we will attempt to provide you with notice of such change by posting a notice on our website and to the email address you provide to us when you register your account, after which your access and use of Office Hours shall be subject to the updated version of this Policy.