



The Gardeners Hub[®]
Nurturing Individuals and Organisations

CoachElevate Terms and Conditions **Service Level Agreement (SLA)**

1. Overview

This document defines the mutual expectations, responsibilities, and timelines between the Client and The Gardeners Hub (TGH) for the CoachElevate. Clear adherence to these guidelines will ensure the effective delivery and smooth execution of services.

2. Service Level Agreement (SLA) Offerings- In Business Days

Offerings	Total Service by TGH	First Draft by TGH	Review/ Approval by Clients	Notes
Brand Booster Flyer	20	10	2	No of Pages Supported 1. Coach Brand/Coach Lite - 1 Page 2. Coach Max - 2 Page
Social Media Creative	15	05	2	✓ Monthly Cadence to be followed ✓ Unused quota will lapse ✓ 3 designs will be provided
Influencing Video Curation	20	10	2	✓ Quarterly Cadence to be followed ✓ Unused quota will lapse ✓ 1-2 Minutes Video curation will be supported
Webinar Power Pack	20	05	2	✓ Half-yearly cadence to be followed ✓ Unused quota will lapse ✓ 4 Posters will be created (1 Announcement + 2 Promotional + 1 Closure) ✓ TGH Member availability during the Webinar will be mutually agreed based on TGH Member availability





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Offerings	Notes
Professional Info Page	✓ Clients' responsibility to keep the profile updated at all times ✓ TGH will approve the registration request within 2 Business days of receiving the Registration Fee confirmation
Promote Probono and Paid Coaching	✓ TGH will promote in the social media platforms once every 2-3 weeks, inviting Corporates and Individuals to visit the Associated Gardeners Page for coaching engagements
PCCoP Membership Access (Optional)	✓ Submit a separate request using the link to join the Community of Practice (CoP) ✓ Adhere to the CoP agreements

3.. General Terms and Conditions:

Onboarding Session:

- TGH will arrange a mandatory onboarding session with the Client before the start of the work to explain the expectations and templates.

Requirement Collection :

- All requirements will be collected using templates
- The date of request submission will be considered as Day 1 of the SLA

Content Feedback and Revisions :

- A maximum of 2 revisions are allowed based on feedback for Flyers, Social Media Images, and Video curations

Communication and Collaboration :

- SPOC for the services will be provided to the Client during onboarding
- The mode of communication and collaboration can be mutually agreed upon between the client and the SPOC

Content Posts :

- All content post is expected to be done by the Client
- TGH will not be sharing any **images** on its social media platforms.
- TGH will not be sharing any **content** on its social media platforms.

Feedback :

- General Feedback on the services to be sent to contact@thegardenershub.com or discussed with TGH Representative (+91 70905 10283)



www.thegardenershub.com



contact@thegardenershub.com



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