



Infinity IVY Consulting

Terms and Conditions of Use

Effective Date: March 17, 2026

Last Updated: March 17, 2026

PLEASE READ THESE TERMS CAREFULLY BEFORE USING THE IVY PLATFORM. BY CREATING AN ACCOUNT OR ACCESSING ANY PAID TIER, YOU AGREE TO BE LEGALLY BOUND BY THESE TERMS. IF YOU DO NOT AGREE, DO NOT USE THE PLATFORM.

1. About IVY and These Terms

IVY is a medical school interview preparation platform operated by Infinity IVY Consulting ("IVY," "we," "us," or "our"). The platform provides AI-powered practice interviews, diagnostic assessments, structured feedback, and related educational content to help applicants prepare for medical school admissions interviews, including Traditional and Multiple Mini Interview (MMI) formats.

These Terms and Conditions ("Terms") govern your access to and use of the IVY website, mobile applications, and all related services (collectively, the "Platform"). By registering for an account, subscribing to any paid tier, or otherwise accessing the Platform, you accept these Terms in full.

We reserve the right to update these Terms at any time. Material changes will be communicated via email or in-platform notice. Continued use after the effective date of any update constitutes acceptance.

2. Eligibility and Account Registration

2.1 Age Requirements

IVY is available to users who are at least 13 years of age. Users are divided into two categories for purposes of these Terms:

- **Adult Users (18 and older):** May register and agree to these Terms on their own behalf.

- **Minor Users (13 to 17):** May use the Platform only with the prior consent of a parent or legal guardian, as described in Section 2.2 below. IVY does not knowingly permit users under 13 to register.

2.2 Parental or Guardian Consent for Minor Users

If a user is between 13 and 17 years of age, a parent or legal guardian must review these Terms in full and affirmatively agree to them on the minor's behalf before the minor accesses any Platform features. By completing registration for a minor user, the parent or legal guardian:

- Represents that they have read and understood these Terms.
- Agrees to these Terms on behalf of the minor and accepts full legal responsibility for the minor's use of the Platform.
- Represents that they are the minor's parent or legal guardian.
- Agrees that all payment obligations, representations, warranties, and binding commitments in these Terms (including the competitive use prohibition in Section 6 and the refund conditions in Section 4) are made by and enforceable against the parent or guardian, not the minor.

IVY reserves the right to verify parental consent and to suspend or terminate any account where consent cannot be confirmed.

2.3 Account Registration Requirements

All users (or their parent/guardian where applicable) must:

- Provide accurate, current, and complete information during registration.
- Maintain the security of account credentials. You are responsible for all activity that occurs under your account.
- Not be prohibited from using the Platform under applicable law, including the competitive use restrictions in Section 6.

One account is permitted per individual. Accounts are personal and non-transferable. Institutional or multi-seat access requires a separate written agreement with IVY.

3. Subscription Tiers and Payment

IVY offers the following access tiers:

- **Free:** Limited access to platform features at no cost. No payment required.
- **Sprint:** Paid tier providing 3 months of access.
- **Pro:** Paid tier providing 6 months of access.
- **Infinity:** Paid tier providing lifetime access. Never expires and is not subject to renewal.

All fees are charged at the time of purchase. Payment is processed through third-party processors, including third-party installment plan providers. IVY is not responsible for the terms, fees, or policies of third-party payment providers. By using installment payment options, you agree to the applicable provider's terms separately.

For Minor Users: All payments for a minor user's subscription must be made by the parent or legal guardian who has agreed to these Terms on the minor's behalf. Minors may not independently enter into payment obligations under these Terms.

4. Refund Policy

4.1 Eligibility for Refund

Subscribers to the Sprint, Pro, or Infinity tiers may request a full refund within twenty-four (24) hours of their initial purchase, subject to all of the conditions set out in Section 4.2. Free tier users are not eligible for refunds. Refunds are not available after the 24-hour window under any circumstances.

4.2 Conditions That Forfeit Refund Eligibility

A refund request will be denied if, within the 24-hour window, you have done any of the following:

- **Completed any Traditional interview diagnostic test or any MMI diagnostic test**, whether in full or in part.
- **Viewed more than five (5) Traditional interview prompts** or more than five (5) MMI prompts on the Platform.
- **Accumulated more than twenty (20) minutes of active platform time.** Active platform time is measured as time during which you are actively engaged with Platform content, as recorded by IVY's systems. IVY's records of your session activity are conclusive for the purpose of determining eligibility.

The occurrence of any one of the above conditions is independently sufficient to forfeit refund eligibility, regardless of the others.

4.3 How to Request a Refund

To request a refund, contact us at support.interviewwithivy@gmail.com within the 24-hour window with your account email and proof of purchase. Approved refunds will be processed within 5–10 business days to your original payment method. Installment plan refunds are subject to the applicable payment provider's policies.

5. License and Permitted Use

Subject to these Terms, IVY grants you a limited, personal, non-exclusive, non-transferable, non-sublicensable license to access and use the Platform solely for your own individual interview preparation purposes.

You may not:

- Share, sell, sublicense, or otherwise transfer your account or access credentials to any other person.
- Screen-record, screenshot, download, copy, reproduce, or distribute any Platform content, including interview prompts, feedback, scoring rubrics, or training materials.
- Use Platform content to coach, tutor, advise, or prepare other individuals for medical school interviews, whether or not for compensation.
- Reverse engineer, decompile, or attempt to extract source code or underlying algorithms from the Platform.
- Use automated tools, bots, or scripts to access the Platform or harvest content.
- Use the Platform for any commercial purpose not expressly authorized by IVY in writing.

6. Competitive Use Prohibition

6.1 Representation at Signup

By creating an account, you represent and warrant that you are not, at the time of registration or at any time during your use of the Platform:

- An employee, contractor, founder, owner, or agent of any medical school admissions consulting firm or interview preparation service that competes with IVY.
- Building, developing, or operating a competing interview preparation product, platform, or service.
- Accessing the Platform for the purpose of competitive intelligence, market research, or to inform the development of a competing product or service.
- Acting on behalf of or at the direction of any entity that engages in the foregoing.

6.2 Consequences of Violation

If IVY determines, in its reasonable judgment, that you have violated Section 6.1 or engaged in any competitive use of the Platform:

- Your account will be immediately terminated without notice.
- You forfeit all refund rights, regardless of when the violation is discovered.
- IVY reserves the right to pursue all available legal remedies, including claims for damages, injunctive relief, and disgorgement of any benefit derived from the unauthorized use.
- You may be required to provide written verification of your non-competitive status upon IVY's request. Failure to provide such verification within 5 business days is grounds for immediate termination.

7. Intellectual Property

All content on the Platform — including interview prompts, MMI scenarios, feedback rubrics, scoring algorithms, AI models, copy, graphics, and branding — is the exclusive intellectual property of Infinity IVY Consulting and is protected by applicable copyright, trademark, and trade secret laws.

Nothing in these Terms transfers any intellectual property rights to you. Your license to access Platform content is limited to personal use as described in Section 5 and terminates immediately upon any violation of these Terms or the expiration of your subscription.

8. Educational Content Disclaimer

IVY provides interview practice tools and AI-generated feedback for educational purposes only. Specifically:

- **No guarantee of admission:** IVY does not guarantee, represent, or warrant any particular outcome, including an interview invitation, medical school admission, or residency match.
- **Not professional advising:** Platform content does not constitute professional admissions counseling, academic advising, or career guidance.
- **AI-generated feedback:** Scores and feedback are generated algorithmically and do not reflect the views of licensed professionals or medical educators. Feedback should be treated as one data point among many and is not a definitive assessment of your fitness for a medical career.
- **No warranty of accuracy:** Interview prompts and scenarios are illustrative and may not reflect actual prompts used by any medical school.

9. Data, Privacy, and Session Recording

By using the Platform, you acknowledge and agree that:

- IVY collects and stores your session activity, including responses, time-on-platform, prompts viewed, and diagnostic test completions. This data is used to enforce these Terms (including refund eligibility) and to improve the Platform.
- Anonymized or aggregated session data may be used to train and improve IVY's AI models.
- IVY's Privacy Policy governs the collection, use, and storage of personal information and is incorporated by reference into these Terms.
- If you are located in California, you may have additional rights under the California Consumer Privacy Act (CCPA). If you are located in the European Economic Area, you may have additional rights under the GDPR. Please refer to the Privacy Policy for details.
- **Minor Users and COPPA:** IVY does not knowingly collect personal information from users under 13. For users aged 13–17, data collection and use is subject to parental consent provided at registration. Parents or guardians may contact IVY at support.interviewwithivy@gmail.com to review, request deletion of, or withdraw consent for their minor child's data.

10. Recording and User Content

The Platform may provide features that allow users to record video and/or audio responses for personal practice purposes.

10.1 Current Recording Practice

At this time, recordings are not stored, retained, or hosted on IVY's servers. Any recordings generated through the Platform are processed locally and/or made available for download directly to the user's device.

10.2 User Responsibility for Downloaded Recordings

Once downloaded, users are solely responsible for the storage, security, and management of their recordings. IVY does not have access to, control over, or responsibility for recordings stored on a user's device or any third-party storage service the user chooses to use.

10.3 Future Recording Features

IVY may introduce features in the future that allow for the storage, analysis, or retrieval of recordings on its servers. If such features are implemented, this policy will be updated with advance notice, and additional user consent will be obtained before any recordings are stored or processed by IVY.

11. Account Sharing and Unauthorized Access

Each IVY subscription is for a single named individual. You may not share your login credentials with any other person for any reason. If IVY detects concurrent logins, shared account patterns, or other indicators of credential sharing, it reserves the right to immediately suspend or terminate the account without refund.

Educational institutions, coaching programs, or other organizations seeking multi-user access must contact IVY at support.interviewwithivy@gmail.com to obtain an institutional license.

12. Termination

IVY may suspend or terminate your account at any time, with or without notice, for any of the following reasons:

- Violation of any provision of these Terms.
- Suspected competitive use of the Platform.
- Suspected account sharing or unauthorized access.

- Non-payment of applicable fees.
- Any conduct that IVY reasonably believes is harmful to other users, to IVY, or to third parties.

Termination for cause does not entitle you to any refund. Termination does not affect any accrued rights or liabilities of either party. Sections 6, 7, 8, 13, 14, and 15 survive termination.

13. Limitation of Liability

13.1 Limited Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IVY AND ITS OFFICERS, DIRECTORS, EMPLOYEES, AND AGENTS SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, INCLUDING LOSS OF PROFITS, LOSS OF DATA, LOSS OF OPPORTUNITY, OR DAMAGE TO REPUTATION, ARISING OUT OF OR IN CONNECTION WITH YOUR USE OF THE PLATFORM, WHETHER BASED ON CONTRACT, TORT, STATUTE, OR ANY OTHER LEGAL THEORY.

IN NO EVENT SHALL IVY'S TOTAL AGGREGATE LIABILITY TO YOU EXCEED THE GREATER OF (A) THE TOTAL FEES PAID BY YOU TO IVY IN THE TWELVE (12) MONTHS PRECEDING THE CLAIM, OR (B) ONE HUNDRED DOLLARS (USD \$100.00).

13.2 Non-Guarantee of Results

IVY provides tools, frameworks, and guidance to support interview and application preparation. We do not guarantee any specific outcomes, including interview invitations, acceptances, or admissions decisions. Outcomes depend on multiple factors beyond our control, including individual performance, application strength, and institutional decision-making. IVY shall not be liable for any admissions decisions or outcomes, and no guarantees of results are made or implied.

14. Dispute Resolution and Arbitration

14.1 Informal Resolution

Before initiating any formal dispute process, you agree to contact IVY at support.interviewwithivy@gmail.com and provide written notice of your complaint. IVY will attempt to resolve the dispute informally within 30 days.

14.2 Binding Arbitration

If informal resolution fails, any dispute arising out of or relating to these Terms or the Platform will be resolved by binding individual arbitration administered by the American Arbitration Association (AAA) under its Consumer Arbitration Rules. The arbitration will be conducted in California. The arbitrator's decision will be final and binding.

14.3 Class Action Waiver

YOU WAIVE ANY RIGHT TO PARTICIPATE IN A CLASS ACTION LAWSUIT OR CLASS-WIDE ARBITRATION AGAINST IVY. All disputes must be brought in your individual capacity only.

14.4 Exception for Injunctive Relief

Notwithstanding the above, IVY may seek emergency injunctive or equitable relief in any court of competent jurisdiction to prevent unauthorized use of the Platform, misappropriation of intellectual property, or competitive use in violation of Section 6.

15. Governing Law

These Terms are governed by the laws of the State of California, without regard to its conflict of law principles. Subject to the arbitration provision above, you consent to the exclusive jurisdiction of the state and federal courts located in Los Angeles County, California for any disputes not subject to arbitration.

16. General Provisions

- **Entire Agreement:** These Terms, together with the Privacy Policy, constitute the entire agreement between you and IVY with respect to the Platform and supersede all prior agreements.
- **Severability:** If any provision of these Terms is found to be unenforceable, the remaining provisions will continue in full force and effect.
- **Waiver:** IVY's failure to enforce any right or provision will not be deemed a waiver of that right.
- **Assignment:** You may not assign your rights or obligations under these Terms without IVY's written consent. IVY may assign its rights freely.
- **Notices:** IVY may provide notices via email or in-platform notification. You may provide notices to IVY at support.interviewwithivy@gmail.com.

17. Contact Information

For questions about these Terms, refund requests, or to report a violation:

- **Email:** support.interviewwithivy@gmail.com

- **Website:** interviewwithivy.org
- **Mailing Address:** Infinity Ivy Consulting, 2118 Wilshire Blvd #1242, Santa Monica, CA 90403