
Terms of Use

The agreement governing your use of fractionalcoordinator.com, the programs you register for, and the services you engage us to provide. We have tried to write these the way we wish vendor terms were written for us: specific, fair, and free of language designed to surprise you later.

Effective May 20, 2026 · Next scheduled review November 20, 2026

By visiting this site, registering for a Fractional Coordinator program, or engaging us for services, you accept these terms. Engagement letters and program-specific terms (described below) layer on top of this base agreement and govern in case of conflict. If you are agreeing on behalf of an institution, you represent that you have the authority to bind that institution.

Who we are, and who you are

Fractional Coordinator, FC, we, and our refer to Fractional Coordinator, Inc., a Delaware corporation with its principal place of business at 830 NE Holladay St., Portland, OR 97232, United States. You refers to the individual or institution accepting these terms, whether by browsing this site, registering for a program, or signing an engagement letter.

Use of this website

You may browse, read, and reference content on fractionalcoordinator.com for any lawful purpose. Subject to your acceptance of these terms, we grant you a limited, revocable, non-exclusive, non-transferable license to view and use the site for personal informational purposes or for evaluating whether to engage us.

You agree not to:

- use the site to harass, defame, or threaten any person;
- attempt to access non-public areas of the site or our systems;
- scrape, copy, or republish content for commercial purposes without written permission;
- attempt to reverse-engineer, disassemble, or compromise the security of the site; or
- use the site in violation of applicable law.

We reserve the right to suspend or terminate access to anyone who materially violates these terms.

Our content, your content

Our content. Site content, written copy, design, code, graphics, regulatory analysis, training materials previewed publicly, and the FC name and logo, is owned by Fractional Coordinator or licensed to us. You may not reproduce, redistribute, or create derivative works from our content without written permission, except for fair-use quotations with attribution.

Your content. If you submit feedback, questions, or other voluntary communications through the site, you grant us a non-exclusive, royalty-free license to use that content to improve the site and our practice. We will not publish your name or specific quote without your written permission. We do not claim ownership of your content.

Programs, certifications, and training

Registration for a Fractional Coordinator program (certification, bootcamp, workshop, retreat) creates a contractual relationship between you (or your institution, if registering on its behalf) and FC. The terms of that relationship are governed by these Terms of Use, the program-specific page on this site, the registration confirmation, and any institutional master service agreement that supersedes them.

Registration and delivery of programs may be handled through third-party platforms, including Luma for booking and Zoom or Google Meet for live sessions. Your use of those platforms is subject to their own terms, and Fractional Coordinator is not responsible for their availability or performance.

Certification claims. What our certificates do and do not confirm is described in detail in our Certification Notice. In summary: certificates confirm completion of the program, not external accreditation. SHRM Recertification Provider status and state bar CLE accreditation are pursued and may not be in place at the time you register; we provide attendance documentation for self-submission.

Cancellation and refunds. Cohort programs may be canceled by the registrant up to 14 days before the cohort start date for a full refund, or up to 7 days before for a 50% refund. Cancellations within 7 days of the cohort start are non-refundable but may be applied as a credit toward a future cohort within the same calendar year. Workshops may be canceled up to 48 hours before the start time for a full refund. If FC cancels a cohort or workshop for any reason, all registrants receive a full refund.

Substitutions. Registrants may transfer their seat to another individual at the same institution at any time before the program begins, at no charge. Email training@fractionalcoordinator.com with the substitute's information.

Materials. Program guidebooks, slide decks, templates, and recordings provided as part of a program are licensed to the individual registrant for personal professional use. They may not be redistributed, posted publicly, or used to create competing training products. Institutional licenses for broader internal use are available on request.

Engagement-letter services

Investigations, fractional leadership, audits, OCR matter representation, and similar engagements are governed by a written engagement letter signed by both parties. Where the engagement letter conflicts with these terms, the engagement letter governs.

Engagement letters specify scope, deliverables, fees, retention, confidentiality, privilege, conflict-of-interest representations, and termination rights. Most FC engagement letters include a 30-day mutual termination provision and a fee cap or fixed-fee structure. We do not bill on a contingency basis.

Fees and payment

Programs are billed at registration through Stripe, our payment processor. Group rates apply at quantities of 5 or more registrants from the same institution; the discount is applied automatically at checkout.

Engagements are billed monthly in arrears against the engagement letter. Invoices are due net 30. Past-due invoices accrue interest at 9% per annum (0.75% per month) or the maximum rate permitted by law, whichever is lower.

Expenses are billed at cost without markup, capped at 5% of the engagement value unless otherwise specified in the engagement letter. Travel expenses for on-site work are billed at cost.

If you dispute a charge, write to billing@fractionalcoordinator.com within 30 days of the invoice date with the specifics of the dispute. We will respond within 10 business days. Payments are not withheld during disputed-charge resolution; we will issue a credit if the dispute is resolved in your favor.

Confidentiality

Information shared with us in the course of an engagement is confidential. We do not disclose client identities, matter specifics, or any information that could identify a complainant, respondent, or witness in an investigation, except: (a) with the institution's written consent; (b) as required by legal process; or (c) as necessary to defend FC in a legal matter.

The same confidentiality protections extend to information shared by training registrants in case-discussion settings; we expect the same of attendees with respect to one another.

Disclaimers

Not legal advice. Fractional Coordinator is a civil rights compliance firm, not a law firm. Our work is informed by law and frequently coordinated with attorneys, but it is not a substitute for legal advice. Engagement letters specify when, if ever, our work product is intended to be subject to legal privilege; in most cases, we recommend institutions engage us through their general counsel to preserve privilege.

Outcomes. Compliance work is inherently uncertain. We do not guarantee a particular outcome in an investigation, an OCR matter, an audit, or a credentialing application. We commit to the quality of our process, not to a specific result.

Site content. Information on this site is provided for general informational purposes. Regulatory frameworks change frequently; while we update content regularly, no guarantee is made that all content reflects the most current law. Verify with counsel or your regulator before relying on site content for an institutional decision.

Third-party links. The site may link to external resources. We are not responsible for content on third-party sites and do not endorse them by linking.

Limitation of liability

To the maximum extent permitted by law, Fractional Coordinator's aggregate liability arising out of or relating to these terms, your use of the site, your participation in a program, or any engagement is limited to the fees you have paid to FC in the twelve months preceding the event giving rise to the claim. Neither party is liable to the other for indirect, incidental, consequential, special, or punitive damages, including lost profits or business interruption, regardless of legal theory.

The limitations in this section do not apply to (a) FC's indemnification obligations under an engagement letter; (b) liability arising from FC's gross negligence or willful misconduct; or (c) any liability that cannot be limited under applicable law.

Indemnification

You agree to indemnify and hold harmless Fractional Coordinator and its officers, directors, employees, contractors, and agents (collectively, the FC Parties) from claims arising out of (a) your violation of these terms, (b) your violation of any third-party right through your use of the site or programs, or (c) your provision to FC of information that infringes a third party's rights or violates applicable law.

FC indemnifies institutional clients only as provided in their engagement letter, not under these Terms of Use.

Termination

We may suspend or terminate your access to the site at any time for material breach of these terms or for conduct we reasonably determine harms FC, our clients, or other users.

You may terminate your relationship with FC by closing your account (if applicable), unsubscribing from communications, and requesting deletion of your data as described in our Privacy Policy.

Engagement-letter terminations are governed by the engagement letter.

Governing law and disputes

These terms are governed by the laws of the State of Oregon, without regard to conflict-of-laws principles. Any dispute arising out of or relating to these terms or your relationship with FC will be brought exclusively in the state or federal courts located in Multnomah County, Oregon, and both parties consent to personal jurisdiction in those courts.

Before initiating formal legal proceedings, both parties will attempt in good faith to resolve disputes informally for at least 30 days, beginning when the disputing party sends a written notice describing the dispute to the other party.

General provisions

- **Severability.** If any provision of these terms is held unenforceable, the remaining provisions remain in effect.
- **No waiver.** Our failure to enforce any provision is not a waiver of that provision or of our right to enforce it later.
- **Entire agreement.** These terms, together with the Privacy Policy, Cookie Policy, Security Notice, Certification Notice, and any applicable engagement letter or registration confirmation, constitute the entire agreement between you and FC on the subjects they cover.
- **Assignment.** You may not assign your rights under these terms without our consent. We may assign our rights in connection with a merger, acquisition, or sale of substantially all assets.
- **Force majeure.** Neither party is liable for delays or failures caused by events beyond reasonable control (natural disasters, pandemics, government action, infrastructure failures).

Changes to these terms

We update these terms when our practices change or when law requires it. Material changes will be flagged at the top of this page for 30 days and, where practicable, communicated to active clients and registrants by email. Continued use of the site or participation in a program after the effective date of changed terms constitutes acceptance of the changes.

Effective: May 20, 2026. Next scheduled review: November 20, 2026. Prior versions are available on request from terms@fractionalcoordinator.com.

How to reach us

For questions about these terms, written notices, or formal correspondence, use the channels below or write to us at our mailing address.

Fractional Coordinator, Inc.

830 NE Holladay St., Portland, OR 97232, United States

Phone: (503) 395-0687

Legal and contracts: terms@fractionalcoordinator.com