

Community Guidelines

Welcome to the Rally community! Our goal is to create a positive, supportive, and safe environment for all users. To achieve this, we ask all members of our community to adhere to the following guidelines. Failure to comply with these guidelines may result in suspension or termination of your account.

1. Respect and Courtesy

- **Respect Others:** Treat all members of the Rally community with respect and courtesy. Discrimination, harassment, bullying, or any form of abusive behaviour will not be tolerated.
- **Constructive Feedback:** Provide constructive feedback that is aimed at helping others improve. Avoid using offensive or derogatory language.

2. Integrity and Honesty

- **Truthful Information:** Provide accurate and truthful information about yourself in your profile and interactions. Misrepresentation or falsification of information is prohibited.
- **Authentic Reviews:** Write honest and genuine reviews based on your real experiences. Do not post fake reviews or manipulate ratings.

3. Privacy and Confidentiality

- **Respect Privacy:** Do not share personal information of other users without their explicit consent. This includes names, contact details, and any other private information.
- **Confidentiality:** Maintain the confidentiality of any private information shared during coaching sessions or in communications on the platform.

4. Safety and Security

- **Safe Environment:** Ensure that all coaching sessions take place in a safe and secure environment. Coaches and users should follow health and safety guidelines to prevent injuries.

- **Report Concerns:** If you encounter any behavior that threatens the safety or security of the community, report it to Rally support immediately.

5. Professionalism

- **Professional Conduct:** Coaches and users are expected to conduct themselves professionally at all times. This includes being punctual, prepared, and respectful during sessions.
- **Compliance with Laws:** Adhere to all applicable local, state, national, and international laws and regulations.

6. Communication

- **Platform Communication:** All communications between coaches and users should occur through the Rally platform. External communication is discouraged to protect privacy and maintain records.
- **Appropriate Language:** Use appropriate language in all communications. Avoid using profanity, offensive, or discriminatory language.

7. Payments and Transactions

- **Platform Transactions:** All payments for services should be conducted through the Rally platform. Engaging in out-of-platform transactions is strictly prohibited.
- **Refund Policy:** Adhere to Rally's refund policy as outlined in the Terms of Service. Disputes regarding payments should be resolved through the platform's dispute resolution process.

8. Content Sharing

- **Relevant Content:** Share content that is relevant to the purpose of the Rally community. Irrelevant or off-topic content may be removed.
- **Prohibited Content:** Do not share content that is offensive, defamatory, obscene, pornographic, or promotes violence, hate speech, or illegal activities.

9. Reporting Violations

- **Report Misconduct:** If you witness or experience any violations of these guidelines, report them to Rally support at support@rallysports.ae. All reports will be reviewed and appropriate action will be taken.

10. Updates to Guidelines

- **Periodic Review:** These guidelines may be updated periodically to reflect changes in community standards or legal requirements. Users will be notified of any significant changes.

By participating in the Rally community, you agree to adhere to these guidelines. Our collective efforts will ensure a positive and enriching experience for everyone. Thank you for being a part of the Rally community! If you have any questions or concerns about these guidelines, please contact Rally support at support@rallysports.ae.