



STUDYPAGE TUTORING POLICIES

REFUND POLICY

Please be aware that we have a No Refund Policy for all services. Refund requests, including, but not limited to, those made by Students who cannot attend or use services, regardless of the student's reason(s), and regardless of whether the Student provides us with advance notice, will not be honored. Should you choose to cancel a prepaid Package after attending your first session, you will be billed for the remaining amount of the Tutoring Package price and will receive credit for the remaining balance that you may use towards another package. In the event of switching to another Package, we offer the remaining balance as credit towards the next package. Exceptions may be made only in cases in which a Student cannot attend due to serious illness or the death of an immediate member of the Student's family. In these cases, official documentation may be required.

CANCELLATION OF LESSONS BY CLIENT/STUDENT

The Client/Student may cancel tuition/lessons by giving at least 24 hours prior notice to the Tutor in which case no tuition fees will be incurred. Lessons not attended by the student without giving 24 hours prior notice to the Tutor shall be charged at the full rate. All sessions are to be completed within a 30 day time-frame in accordance with the 1st day sessions began. If sessions are cancelled on the part of the client/student (within the 24-hour policy), a makeup session must be arranged within 7 days or those missed hours will be lost. Fees are based upon the Student's undertaking to attend all lessons as stipulated in the schedule above and no discount or refunds shall be given in respect of lessons not attended by the Student.



CANCELLATION OF LESSONS BY TUTOR

The Tutor may cancel lessons by giving 24 hours prior notice to the Client/Student in which case no fees shall be incurred. Where a lesson was pre-paid, the Tutor shall reschedule the appointment at a time agreeable to both parties, failing which the Client/Student shall be refunded with such a missed lesson fee. All sessions are to be completed within a 30 day time-frame in accordance with the 1st day sessions began. If sessions are cancelled on the part of the tutor, a makeup session must be arranged within 7 days or those missed hours will be lost.

NO-SHOW POLICY

Students who are not present at the pre-determined location when Tutor arrives or who are more than 15 minutes late are considered no-shows. If the Student is a no-show, he or she is still responsible for payment for the tutoring session. No discount or refunds shall be given in respect of lessons not attended by the Student. Pay-per-session clients must present payment for the session which he or she was a no-show and the following session in order for tutoring to continue.

MISSED SESSIONS

Because the nature of the tutoring sessions is to improve academic performance it is pertinent that the Student attends regularly and on time. If there are 3 or more cancellations, no-shows, or tardies in any 2 month time frame, the client will be charged a \$35 Convenience Fee for each 2 month occurrence.



INCLEMENT WEATHER

In the event of inclement weather (wildfire, earthquake) we will leave it up to the discretion of the Client/Student and the Tutor as to whether or not a lesson will be held. All clients have the option to use online tutoring as an option in lieu of cancellation due to inclement weather. Please communicate with your tutor on lesson days when there is inclement weather. The Tutor shall reschedule the appointment at a time agreeable to both parties, should lessons be cancelled due to inclement weather.

TERMINATION

This tutoring agreement may be terminated/changed by either party at any time by giving the other party (10) ten days prior written notice. If StudyPage Tutoring terminates the agreement, a refund may be given based on a pro-rated balance owed (if a balance is owed). If Student changes the Tutoring Package, the original length of the agreement begins again.

OBLIGATIONS OF THE STUDENTThe Student undertakes to assist the Tutor in identifying problem areas in which the Student needs specific tutoring.The Student agrees to be prepared for every session by having all materials, utensils, homework, etc. ready and available in the designated tutoring location prior to the Tutor arriving.The Student agrees that assignments, exercises or homework form an integral part of tutoring and undertakes to complete such work timely.



OBLIGATIONS OF THE PARENT/GUARDIAN

The parent/guardian undertakes to be responsible for the student's conduct and character during the tutoring sessions including promptness, respectful behavior, and staying on task. The parent/guardian is responsible for initiating any communication with the tutor. The parent/guardian agrees to ensure that the student has completed all work assigned by the tutor within the timeframe given.

NO WARRANTIES

While we endeavor to provide the best educational services possible, the Tutor & StudyPage Tutoring makes no promises or warranties with regards to a Student's performance as a result of any tutoring provided. In no event shall our obligations, expressed or implied, to any customer or site user, exceed those obligations specifically noted herein.

AGREEMENT FOR PAYMENT

Payment shall be made before the start of a tutoring session OR Payment shall be made weekly/monthly in advance.*Must complete an ACH or credit card authorization form for monies to be automatically paid monthly

WHOLE AGREEMENT

This agreement constitutes the entire understanding between the parties with regard to the subject matter thereof and the parties waive the right to rely on any alleged expressed or implied provision not contained herein. Any alteration to this agreement must be in writing and signed by both parties.