

THE HAPPY/FUN MATH TUTOR



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www.HappyFunMathTutor.com

TUTORING TERMS AND CONDITIONS

1. Client understands that individual tutoring sessions are pre-paid and **non-refundable**. Client further understands that full payment is due prior to scheduling the first session.
2. Client understands that pre-paid bulk tutoring plans are subject to refunds per the refund policy, which is available under the Supporting Files section of the HappyFunMathTutor.com website.
3. Client is encouraged to setup a weekly recurring schedule, which will guarantee a day(s) and time(s) each week for tutoring. Clients who choose not to setup weekly schedules understand that tutoring availability may be limited based upon the number of other students who are on recurring schedules at that time. Subscription students on recurring schedules have priority over subscription students requesting as-needed sessions.
4. Clients (on recurring schedules) who cancel more than three (3) consecutive sessions, including holidays and school breaks, give up their timeslot and are automatically removed from the recurring schedule.
5. Client understands that subscriptions are **non-transferable**; however, the balance of any subscription may be used by other members living within the same household.
6. Client understands that available tutoring hours are from 12:30pm until 2am (next day), Monday through Thursday. We are closed Friday, Saturday, and Sunday.
7. Client understands that individual sessions or the first session in a recurring sequence can only be booked 7 days in advance. Clients who cancel the first session of a recurring sequence automatically forfeit their future sessions under that same sequence to other clients who may be waiting for that day/time.
8. Client understands that each tutoring session will last for exactly one (1) hour. Client further understands that any time used in excess of a scheduled session will be billed in 15min increments, assuming the adjacent timeslot is available. (e.g., a 1-hour and 5-minute session will be billed at 1 hour and 15 mins).
9. **Clients must provide at least 24-hours notice by email, text message, and/or voicemail to cancel a session. If the client fails to provide at least 24-hours notice, he or she will still be billed for the session(s). This also includes cancelations due to sickness, holidays, breaks, and family emergencies.**
10. Client understands that all tutoring sessions are held online via Skype.
11. Client understands that payment is for the tutor's time. If the client's home or other area where the student may be located happens to be without internet access, or any other condition exists which may impair learning, then the session will still be billed against the client's account.
12. Client understands that pre-paid tutoring hours will expire at 11:59pm on December 31 of the year following the date the hours were purchased (e.g., hours purchased 2/12/2018 will expire 12/31/2019).
13. The terms and conditions outlined above apply to all current and future subscriptions. Any prior agreements are hereby null and void and replaced by the terms and conditions outlined herein.