

Hope for Global English, SPC Terms of Agreement



Last Updated 10/01/2021

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.

PET POLICY

If there are pets located in the designated tutoring location, please make sure that they are placed in an area so as not to disturb the tutoring sessions.

PAYMENT POLICY

Payment shall be made before the start of a tutoring sessions 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**

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 *Learning Package* after attending your first session, you will be billed for the remaining amount of the Tutoring Package price. 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.

TERMINATION POLICY

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 Tutor terminates the agreement, a refund may be given based on a pro-rated balance owed (if a balance is owed). If Student changes the ***Learning Package***, the original length of the agreement begins again.