



Higher Horizons Tutoring

Policy Form - Jenison Center

Families are able to sign up for discounted monthly rates or pay \$55 (cash, check, or Venmo) for individually scheduled sessions.

Discounted session rates based on monthly commitments:

Once/Twice a Week Sessions \$50	Three/ Four Times a Week Sessions \$45
------------------------------------	---

Details for Monthly Rates Only:

Paying with Cash, Check, or Venmo: Payment for the next month is due by the 1st session of each month.

Paying with Credit Card: If no other payment is received by the 20th of the month, your credit card will be charged on the 21st of each month based on the number of available sessions for your selected time slot(s). There is a minimum 3% processing fee added for credit card payments.

Nonrefundable: Since the pricing is at a discounted rate, monthly payments are nonrefundable. An email will be sent midway through each month asking for scheduling conflicts with the following month. Any pre-scheduled conflicts will not be charged on the invoice. If any scheduling changes or cancellations are received after invoices are emailed, payment will still be required for those sessions.

Completion of Tutoring: Notify the office prior to the 23rd of each month, if you are planning to stop tutoring for the next month or plan to pay hour by hour. Since the pricing is at a discounted rate, monthly payments are nonrefundable. If you choose to discontinue tutoring before the end of the month.

Attendance: If your child is unable to make the appointment, contact the office immediately. If any scheduling changes or cancellations are received after invoices are emailed, payment will still be required for those sessions. There will be no reimbursement and no make-up session scheduled for missed appointments, excused or unexcused. If a tutor must cancel a session, we will make every attempt to reschedule within 72 hours of the canceled session. If that is not possible we will credit the following month's invoice for that session.

Weather: Higher Horizons Tutoring does not close on school snow days. If you choose to cancel on those days the attendance policy stated above will be followed.

I have read over the pricing document and agree to the terms.

Parent Signature

Date