OC LEARNING EDGE
Tutoring, Enrichment & Consulting

Payment, Billing & Scheduling Policy

Welcome to OC Learning Edge! We are dedicated to providing high-quality tutoring services and maintaining a positive learning environment. To ensure clarity and understanding, please acknowledge the payment, billing and scheduling policies and procedures:

- Private and semi-private lessons can be scheduled by contacting us via phone or text. Group classes can be conveniently scheduled online through our website.
- For ongoing private and semi-private classes, payment is typically due in advance on a monthly basis. It is recommended to purchase a package of 5 or 10 classes at a discounted price.
- Payment for a group, 8-week session class is required in advance, before the sessions commence. If a student joins the session at a later date, the cost will be adjusted accordingly through proration
- Payments will be made securely online through our website, or in person during our operating hours.
- Late payment may result in a late fee or suspension of tutoring services.
- Upon payment, receipts will be issued as proof of payment for record-keeping purposes; electronic copies of receipts can be provided upon request.

Cancellation, Rescheduling & Refund Policy:

- To cancel or reschedule a tutoring session, please notify us by a phone call or text message at least **48 hours** before the scheduled session start time.This allows the tutor to adjust their schedule accordingly.
- Failure to provide sufficient notice may result in the session being counted as a missed and completed session.
- In the event of an unforeseen circumstance or emergency, please notify the tutor as soon as possible, and a refund or reschedule which will be evaluated on a case-by-case basis.
- Students are expected to arrive on time for their scheduled sessions. Late arrival may result in a shortened session, as the tutor may not be able to extend the session beyond the scheduled end time.

Signature: _____ Date:_____

Print Name:_____ Student Name/s:_____

By signing I am acknowledging that I have read and understood the above policies.