



FLUENT FIGURES  
TUTORING CO.

# Billing & Scheduling Policies

## Registration & Enrollment

All new students are required to complete the enrollment process prior to beginning services. A one-time, non-refundable registration fee of \$50 is due at the time of registration. This fee secures placement and covers administrative setup for tutoring services.

Enrollment is confirmed once all required forms are completed and payment is received.

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## Scheduling

Fluent Figures Tutoring Co. strives to accommodate each family's preferred day and time for tutoring sessions whenever possible. However, in order to maintain consistency, fairness, and effective scheduling practices, students are assigned a standing weekly day and time based on availability at the time of registration.

Once scheduled, this standing day and time will remain consistent from month to month unless a change is requested by the family and approved by Fluent Figures Tutoring Co. Schedule changes are subject to availability and are not guaranteed.

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## Billing

### Membership Billing

Families enrolled in a tutoring membership are billed monthly, with payment due on or before the 1st of each month. Invoices are issued prior to the start of the month.

Memberships include discounted session rates. Fluent Figures Tutoring Co. does not charge late fees. However, timely payment and communication are required to maintain the membership discount.

If a membership invoice is not paid by the due date and no prior communication is provided, the membership discount will be forfeited for that billing period, and sessions will be billed at the standard non-member rate for that month. Families

who proactively communicate payment delays may retain their membership rate at the discretion of Fluent Figures Tutoring Co.

## **Drop-In / As-Needed Billing**

Students who are not enrolled in a membership plan must pay in full at the time of scheduling. Sessions are not considered reserved until payment is received.

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## **Rescheduling, Cancellations & Refunds**

Cancellations made within 24 hours of a scheduled session may be eligible for a refund or reschedule at the discretion of Fluent Figures Tutoring Co., based on availability and circumstances.

Failure to attend a scheduled session without prior notice (no-call, no-show) will result in forfeiture of the session. No refunds or rescheduling will be provided for no-call, no-show appointments.

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## **Acknowledgement**

By enrolling in services with Fluent Figures Tutoring Co., families acknowledge that they have read, understand, and agree to the Billing & Scheduling Policies outlined above.