



OLCA TUTORING CONTRACT

Please sign below and return before your child's first tutoring session.

We are delighted to have the opportunity to tutor your child at Ocone Learning Center & Academy. The following are some guidelines to help our sessions run more effectively.

- Tutoring sessions will be held Monday-Friday from 9:00am through after school daily.
- Tutoring sessions range from \$35-\$65 each session and a minimum 1 month commitment is required after the first initial tutoring session. You may withdraw your child at the end of any 1 month period.
- Tutoring will be one hour sessions served one on one with a qualified instructor specifically tailored to your child's academic needs (changes to your child's tutor can always be made per your request).

CANCELLATION OF LESSONS BY CLIENT/STUDENT

The Client/Student may cancel sessions by giving at least 24 hours prior notice to OLCA in which case no fees will be incurred. Sessions not attended by the Student *without* giving 24 hours prior notice shall be charged *at the full rate*. Please understand that we are employing tutors to work with your child. Their time, expenses and devotion to your student is valuable.

*We understand illnesses can occur outside of the 24 hour notification period and exceptions can be made in particular circumstances.

LATE ARRIVAL

Fees are calculated according to the times stipulated in the schedule and no adjustment shall be made for time lost because of the late arrival by the student. Students who arrive late will only be tutored for the remainder of the scheduled session. There will be no prolonged sessions.

NO-SHOW POLICY

If the Student is a no-show, he or she is still responsible for payment of the tutoring session. No discount or refunds shall be given in respect of lessons not attended by student.



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 after attending your second session, you will be billed for the remaining amount of the 1 month commitment. 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.

NO WARRANTIES

While we endeavor to provide the best educational services possible, the Tutors and OLCA makes no promises or warranties with regards to a Student's performance as a result of any tutoring provided. In no event shall our obligations, expressed or implied, to any customer or site user, exceed those obligations specifically noted herein.

AGREEMENT FOR PAYMENT

Payment shall be made before the start of a tutoring session OR payment shall be made weekly/monthly in advance via cash, check or Venmo or Square. ***A 3% convenience fee will be charged to all payments made through Venmo and Square.***

PAYMENT AUTHORIZATION POLICY

To ensure a smooth and efficient payment process, OLCA requires all families to have a payment method on file. Parents may choose to keep a debit/credit card or bank account information on file for any necessary payments, including but not limited to:

- Auto billing
- No show
- OLCA Merchandise
- Cancellation without advance notice



Please select one of the following payment options and provide the required details:

☐ **Debit/Credit Card on File**

Cardholder Name: _____

Card Number: _____

Expiration Date (MM/YY): ____ / ____

CVV: _____

Billing Zip Code: _____

☐ **Bank Account on File**

Account Holder Name: _____

Bank Name: _____

Routing Number: _____

Account Number: _____

Account Type (Checking/Savings): ☐ Checking ☐ Savings

By signing below, I authorize OLCA to charge the above-selected payment method for any applicable fees as outlined in this agreement. I understand that I will receive prior notification for any scheduled charges and that it is my responsibility to keep my payment information updated.

Parent/Guardian Name (Print): _____

Signature: _____



I have read the above agreement. I fully understand and agree to these terms.

Signature: _____

Date: _____

Contact Information

Parents Name:

Child's Name:

Parent Email: _____

Parent Phone #:

Tutoring Level preferred: ☐ Standard (Certified College Tutor) ☐ Premium (Certified Teacher)

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OLCA Administrator

Ocone Learning Center & Academy

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