

# PACIFIC PATHWAY TUTORING SERVICE AGREEMENT

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This Service Agreement ("Agreement") is made between Pacific Pathway Tutoring, LLC ("Tutor") and the undersigned client ("Client"). By engaging in tutoring services, the Client agrees to the following terms and conditions:

## **\*\*1. Services Provided\*\***

Pacific Pathway Tutoring, LLC provides online tutoring in English Language Arts for students in grades 6-8. Sessions are conducted virtually and scheduled in advance.

## **\*\*2. Payment Terms\*\***

- Payment for tutoring sessions must be made in full prior to the scheduled session.
- All transactions are non-refundable.
- Failure to submit payment may result in the cancellation of scheduled services.

## **\*\*3. Cancellation & No-Show Policy\*\***

- Cancellations or missed sessions do not receive a credit or refund.
- Rescheduling requests must be made at least 24 hours in advance and are subject to availability.
- If the Tutor needs to reschedule due to unforeseen circumstances, the session will be rescheduled at a mutually agreed-upon time.
- A 15-minute grace period is allowed for each session. If the Client or student does not arrive within 15 minutes of the scheduled start time, the session will be considered forfeited and no refund or credit will be issued.

## **\*\*4. Liability & Disclaimer\*\***

- Tutor is not responsible for the Client's academic performance, grades, or test outcomes.
- The Client acknowledges that tutoring is a supplementary service and that results depend on the student's effort, engagement, and completion of independent work.
- Tutor may record Zoom sessions for internal review, training, and promotional materials. Any promotional use will not include identifiable student information without prior written consent.

**\*\*5. Code of Conduct\*\***

- The Client agrees to ensure a distraction-free environment for the student during sessions.
- The Tutor reserves the right to terminate a session without refund if inappropriate behavior occurs.

**\*\*6. Confidentiality\*\***

- All student information shared with the Tutor will be kept confidential.
- Sessions may not be recorded, copied, or redistributed by the Client without written consent from the Tutor.

**\*\*7. Termination of Services\*\***

- Either party may terminate this agreement with written notice.
- If the Client terminates services, no refunds will be issued for unused sessions.

**\*\*8. Governing Law\*\***

- This Agreement shall be governed by the laws of the State of California.

By engaging in tutoring services, the Client acknowledges and agrees to the terms of this Agreement.

Client Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_