

Chem-Success Tutoring Policies and Agreement

Effective Date: 8/5/2025

1. Payment Responsibility

By enrolling in services offered by Chem-Success, the responsible party (client, parent, or guardian) agrees to the following terms:

- Fees: Payment is due according to the selected tutoring plan or hourly rate as agreed upon at the time of enrollment.
- Invoices & Billing: Payments are invoiced in advance and must be paid by the due date indicated on the invoice.
- Late Payments: Late payments may incur a fee of \$10 per week overdue. Services may be suspended until payment is received.
- Missed Sessions: Sessions canceled with less than 24 hours' notice may be billed in full unless due to documented illness or emergency.

2. FERPA Rights & Student Privacy

Although Chem-Success is not a school directly covered by FERPA, we voluntarily comply with its spirit as follows:

- Confidentiality: All academic records, performance data, and session notes are confidential.
- Access to Records: Parents and eligible students (18+) may request access to tutoring records.
- Data Protection: We store data securely with encrypted systems accessible only to authorized staff.

3. Parental Consent

For students under 18:

- Consent Required: Parent/legal guardian must provide written consent before services begin.
- Supervision: Parent/guardian is responsible for ensuring appropriate supervision for online sessions.
- Communication: We encourage open communication between parents and tutors for student success.

4. Refund Policy

- Full Refunds: Unused prepaid sessions refundable within 14 days of purchase.
- Partial Refunds: Pro-rated refund available for unused portion of tutoring package.
- No Refunds: No refunds for completed sessions.
- Cancellations: Cancel anytime with written notice. Remaining balance refunded as noted above.

5. Agreement

By enrolling in Chem-Success services, you acknowledge reading, understanding, and agreeing to these policies.

Signature of Responsible Party:

Printed Name:

Date: