

# TERMS OF SERVICE

## APOLLO TUTORS

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ALL CLIENTS MUST AGREE TO ABIDE WITHIN THE TERMS OF SERVICE FOR APOLLO TUTORS IN ORDER TO RECEIVE SERVICES FROM APOLLO TUTORS.

1. Chaperone: A parent or guardian (at least 18 years of age) must be present during the tutorial session when tutor is present with student.
2. Session Length: Each tutorial session is at a minimum 55 minutes in length. The majority of the session will be used for the tutor to work with the student. The last 5-10 minutes are for the tutor to inform the parent/guardian on the student's progress.
3. Progress Reports: Bimonthly (every 2 weeks) Apollo Tutors will provide a progress report by email notifying the parent/guardian and student of the student's academic progress.
4. Same-Day Sessions: Apollo Tutors can provide for same day sessions with at least an eight-hour window for scheduling. Same-day sessions are subject to a higher hourly rate due to account for transparency in scheduling tutors.
5. Session Cancellation: Apollo Tutors has a 24-hour cancellation policy. Reservations for tutorial services must be cancelled within twenty-four (24) hours or more prior to the scheduled tutorial time. The parent/guardian's have the responsibility to cancel tutorial session with Apollo Tutors through the parent/guardian's Apollo Tutors Online Portal. If parent/guardian does not cancel tutorial session within 24 hours or more prior to the schedule tutorial time, parent/guardian will be responsible for payment of tutorial session. Same-day cancellations may be subject to a 50% cancellation fee. This is to compensate for the tutor's time and the burden of scheduling.
6. Make-up Sessions: After proper cancellation procedures have occurred through communication with the tutor, parents are highly encouraged to schedule a "Make-Up Session" through the tutor. This session will ensure that student is receiving the proper academic attention throughout the week to prepare for upcoming tests and quizzes.
7. Refund Policy: Hours purchased as part of a tutoring package are generally non-refundable and never expire. Hours purchased are transferable to subsequent semesters and are not limited to a specific subject or time period. Apollo Tutors do not offer refunds for prepaid hours.

8. School Holidays: Subject tutorial sessions will continue during school holidays, depending on a student's availability. Test Prep tutorial sessions will be provided year-round according to client availability regardless of whether or not school is in session. Please make certain that students bring materials home from school. If parent/guardian needs to cancel any tutorial sessions during a school holiday (other than Thanksgiving, Spring Break, Winter and Summer Breaks), Session Cancellations procedures apply.
9. Tardiness and No Show: A tutor will wait at the tutorial location for the parent/guardian and student to arrive for 15 minutes. If the parent/guardian and student do not arrive within 15 minutes, that session is considered a "No Show" and the parent/guardian is responsible to pay for the missed hour. If the parent/guardian and student arrive within the 15 minute window, the tutorial session will resume for the remainder of the session.
10. Payment: Invoices payable to Apollo Tutors can be paid online by credit card, or through check. Apollo Tutors will send an invoice by electronic mail with the amount, payment terms via electronic mail and payment can be submitted via our secure payment gateway, or by a paper check through the mail. By Agreeing to these policies, you grant Apollo Tutors permission to debit you account the appropriate amount for scheduled tutorial sessions as services have been performed and invoices have been submitted. Payment should NOT be given to tutors under any circumstances.
11. Solicitation of Apollo Tutors: Tutors who have contracted with Apollo Tutors have agreed in writing no to accept direct employment independent from Apollo Tutors. Apollo Tutors are not allowed to accept direct employment from Apollo Tutors Clients or from Apollo Tutors Client referrals within 2 years. As an Apollo Tutors Client, you hereby agree not to solicit tutoring services from an Apollo Tutor, except through Apollo Tutors.
12. Mandatory Arbitration: Tutors who are affiliated with Apollo Tutors are independent contractors and are considered separate entities from Apollo Tutors. The Participant agrees not to initiate litigation against Apollo Tutors that involve the actions of the Tutor affiliated with Apollo Tutors. By signing below, Participant agrees that all disputes involving Apollo Tutors are subject to mandatory binding arbitration subject to the rules of the American Arbitration Association.