

# Eigen Tutoring

www.EigenTutoring.com

☎ (781) 244-7223 ✉ Support@EigenTutoring.com

## 8 or 4 HOURS BUNDLE TUTORING POLICY (1-on-1)

1. Students/Parents are responsible for providing all materials required to complete the course of lessons successfully. Materials include but are not limited to Curriculum, Syllabus, Textbooks, Practice Books, Online Access Codes, Technology and/or Electronic Devices, etc. Unless otherwise stated by Eigen.
2. **We don't provide solutions for assignments** nor will we help with live/take-home **Quizzes or Exams** or any form of homework assignments. No exceptions.
3. **We guarantee the improvement of enrolled students**, but we **don't** guarantee certain results or scores. Students' performance is a function of their intellectual capabilities, personal skills, attention to detail, ability to follow instructions, and **hard work**, in addition to our high-scale help.
4. By purchasing a bundle; you agree to the following:
  - **Bundles:** Each bundle includes 4 or 8 pre-paid lessons. Upon purchasing a bundle you will have to specify the subject you intend to use it for. For example if you purchased a bundle for Algebra II you may not use it for Chemistry. Each bundle expires within 30 days from the day of your purchase. Bundles do not transfer to another person.
  - **Payment:** Bundles are pre-paid. Upon purchasing students/parents agree with Eigen Tutoring policies and authorize Eigen Tutoring & Technology represented by AHMAD NOFAL to process payments at the time of their purchase.
  - **Refund:** All payments are final. They are non-refundable, non-transferable and non-negotiable. Thus no refund will be issued. No adjustment of payments will be discussed after purchasing a bundle.
  - **Booking & Scheduling:** Upon purchasing a bundle of lessons, students/parents will receive a link to our calendar via email (within 24 hours). The link can be used to schedule all of the lessons at once or one by one. However, there is a limit of 1 lesson per day. Please keep in mind that bookings are on a first-come-first-served basis. Our calendar guarantees at least 2 opportunities per week per student. Each lesson is 50 minutes (most lessons extend to 60 minutes). Pre-scheduled lessons do NOT qualify for re-scheduling and/or make-up (bookings are final).  
When completing a booking students/parents receive a confirmation email which contains the Zoom meeting info. Please save the info. We are unable to provide that to you on the day of the lesson.
  - **Meeting:** All lessons take place online via Teams/Zoom. All document exchange takes place via MS OneDrive and MS SharePoint (or as agreed). Students must verify their web connectivity, audio and video settings prior to class time. Technology fee applies monthly for long term students.
  - **Attendance:** Students must report to their class within 10 minutes of its starting point and not earlier than 5 minutes. If a student fails to join/attend within the first 10 minutes they are marked as "no show" and class is canceled. During online classes; students must have their camera/microphone turned "ON" all the times. HW and all other material must be submitted 24 hours before the class time otherwise it won't be graded. Any evident use of mobile devices will end the lesson and terminate the student's booking. Students are not allowed to record meetings.
  - **Lesson Cancellation:** Not permitted.
  - **Make-up:** Not permitted. No Make-up will be offered."No Show" is considered as met.

*By signing below I agree to all points above.*

Print Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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## Disclaimer

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*By signing below I acknowledge the disclaimer above and will adhere to it.*

Print Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Agreement to Pay

I agree to pay Eigen Tutoring, represented by Ahmad Nofal. Accordingly I give permission to the last to process online payments of the agreed amounts (or as needed). I understand that payments processed are non-refundable, non-transferable and non-negotiable. I also understand that cancellation of hourly booked lessons is not permitted. Thus I hold responsibility of the consequences.

Print Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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