

ACADEMIC ASCENT – TERMS & CONDITIONS

THANK YOU for choosing Academic Ascent and for trusting us with your student's academic development. This agreement includes important information about how we operate, our scheduling and cancellation policies, and other information you will find helpful while working with us. **PARENTAL COMMUNICATION:** We believe effective mutual communication is essential to the success of our work. Once our services commence, you will receive an email with detailed notes from your student's instructor on each session describing what work was completed or progress made toward goals we established together in your consultation. We encourage you to ask us questions when you have them. Occasionally, additional parent/instructor conferencing may be needed to address more complex challenges and can be requested by either you or us when needed. Parent/Guardian conferences with Academic Ascent are billed at the same hourly rate as student instruction. **SCHEDULING & CANCELLATION POLICY:** Academic Ascent offers instructional sessions in "full" (50-min) and "half" (30-min) increments. Once the student's recurring schedule has been established, we ask that you minimize cancellations whenever possible as they are disruptive to both the student's progress and the instructor's schedule. If you must cancel you may avoid having to pay for the session by providing us a **minimum of 24 HOURS notice prior to the scheduled meeting time**. If a session is canceled with LESS THAN 24 HOURS before the scheduled meeting time, the fee for that session becomes non-refundable. If Academic Ascent must cancel a session, we will work with you and your student to reschedule any missed time or credit your account for the session at your request. **VIDEO CONFERENCING & INTERNET SPEED:** There's nothing worse than choppy video feed. The best internet connection speed for tutoring via video conference is 20 Mbps or better and an upload speed of 5 Mbps or better. Please check with your home internet service provider to ensure your internet speed is capable of clear transmission, and test your video conference software (video & audio) prior to your first session to avoid losing valuable teaching time. **DISTRACTIONS:** To receive the most value out of each session, we sometimes need parent's help to make sure the student has a quiet and appropriate place available to them for work & study. Interference and distractions from other household members, pets, televisions, and (most importantly) cell phones, should be limited as much as possible. **PAYMENT & COLLECTION:** Each month you have scheduled services with Academic Ascent you will receive an emailed invoice on or around the first of the month. Full payment for that month's services is due within ten (10) calendar days after the date of invoice. Your credit card or ACH on file will be charged for the amount due on the due date if no other payment is made. We accept payment from all major credit cards - Visa, MasterCard, American Express, Discover (+ transaction fee), ACH bank withdrawal, or direct and secure payment via Zelle(R) (a free service through most U.S. commercial banks). Accounts that go past due are subject to immediate service suspension and, if left delinquent, termination. Accounts that remain delinquent beyond (30) calendar days may be referred to an outside collections specialist. Any unused funds at the time of termination will be refunded per our Termination Policy. **TERMINATION:** Even though we try, we are not the right fit for everyone. Both you and Academic Ascent have the right to immediately terminate services at any time for any reason, with or without cause, effective upon delivery of written or verbal notice by the non-terminating party, subject to the Scheduling & Cancellation Policy stated herein. If you choose to terminate your student's enrollment you agree to pay any outstanding amounts due, if applicable, at the time of termination. If you have a credit balance at the time of termination you will be notified of the balance and refunded your unused monies (electronically or check via USPS First Class mail) within (10) calendar days of your notice of termination. **PERFORMANCE:** By submitting this form you agree that no promise or guarantee of student performance has been offered, express or implied, by Academic Ascent or any of its officers, members, agents or affiliates, and Academic Ascent cannot and does not guarantee future student performance on any academic or standardized test or any other educational project or assignment as our services may be requested. **PRIVACY POLICY:** We do not collect any personal information about you unless you voluntarily provide it to us. However, you may be required to provide certain personal information to us when you elect to use certain services. These may include, but are not limited to: (a) registering for an account; (b) enrolling or attempting to enroll a student for educational services; (c) enrolling in seasonal program or workshop; (d) enrolling or purchasing a prepaid course program; (e) submitting your credit card or other payment information when ordering and purchasing products and/or services. We will use your information for, but not limited to, communicating with you in relation to services and/or products you have requested from us. We also may gather additional personal or non-personal information in the future. **USE OF YOUR PERSONAL INFORMATION:** Academic Ascent (the "Company") collects and uses your personal information in the following ways: (1) to operate and deliver the services you have requested; (2) to provide you with information, products, or services that you requested from us; (3) to provide you with notices about your account; (4) to carry out our obligations and enforce our rights arising from any agreements entered between you and us; (5) to notify you about changes or updates to our services or programs; (6) in any other way we may describe when you provide the information; and/or (7) for any other purpose with your consent. **SHARING INFORMATION WITH THIRD PARTIES:** The Company does not sell, rent, or lease its customer list to third parties. The Company may disclose your personal information, without notice, if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on the Company or its affiliates; (b) protect and defend the rights or property of the Company; and/or (c) act under exigent circumstances to protect the personal safety of users of the Company, or the public. The Company reserves the right to change this Policy from time to time. For example, when there are changes in our services, changes in our data protection practices, or changes in the law. **INTELLECTUAL PROPERTY:** All materials developed in whole or in part by the Company or its affiliates for instructional, marketing or other use, remain the property of the Company and may not be reused, reproduced or resold without express written permission from Academic Ascent. **MEDIATION:** If a dispute arises, between or among the parties, and it is not resolved through negotiation, the parties shall first proceed in good faith to mediation. Costs related to mediation shall be mutually shared between or among the parties. Unless otherwise agreed in mediation, the parties retain their rights to proceed to arbitration or litigation. Your agreement to the terms & conditions contained herein supersedes and nullify any service agreement(s) made previously with the Company, if applicable. ACADEMIC ASCENT LLC is a Washington-based corporation. UBI #604631281