

## IMPORTANT - PLEASE READ AND REVIEW THE SERVICE AGREEMENT

# SERVICE AGREEMENT

*Updated as of October 6, 2010*

### I. Payments

Payment for tutoring services must be remitted in full prior to the scheduled appointment. Failure to remit payment prior to the scheduled appointment will result in the suspension or cancellation of tutoring services.

Payments can be made online using major credit cards (Visa, Mastercard or American Express) or by a cheque/money order made payable to: **CLARUS EDUCATIONAL CENTRE**.

*Note: Responsibility for submitting payments is held with the parent/guardian who registers the student. All alternative payment arrangements with third parties and/or other parent/guardian groups are the responsibility of the registering parent/guardian to coordinate.*

#### Payment processing, Late Payments, & Dishonoured Cheques

Payments made by cheque or money order can be mailed to:

Clarus Educational Centre  
526 Laurentian Crescent  
Coquitlam, BC V3J 6H1

NOTE: *Tutors do not accept payments.*

- Late payment charges of 4% compounded monthly (60.00% per annum) will be applied to overdue balances. Items returned due to insufficient funds are subject to a \$30.00 administration charge.
- Overdue accounts in excess of 6 months will incur additional charges and administrative fees. All costs associated with the collection of an overdue account, including but not limited to debt collection services, legal fees and courier costs, will be incurred by the registering parent/guardian.

#### Refund/Reimbursement

- The charges on your statement will be deemed to be correct if not disputed by you within twenty one (21) days of the invoice date. A credit of less than or equal to \$5.00 will not be refunded.

### II. Cancellations, Missed Appointments, and Rescheduling

- To be eligible for a payment credit, a minimum of 48 hours notice is required to re-schedule or cancel an appointment.
- All missed appointments and cancellations with less than 48 hours notice are subject to the full charge for the missed appointment. Special cases will be dealt with on a case-by-case basis and fees will be assessed at the discretion of Clarus Educational Centre.
- Following three (3) missed appointments, a student will automatically have their tutoring suspended.
- Substitutions in assigned tutor may occur without prior notice. Substitute tutors provided will be proficient in the subject area and grade level of the student.
- **CANCELLATIONS AND RESCHEDULED APPOINTMENTS CAN ONLY BE ARRANGED BY CALLING 778.881.4954.**

**IMPORTANT:** *Any cancellations or rescheduled appointments made otherwise (i.e. through email, notifying the tutor directly, etc) will be charged for the scheduled hour(s) in addition to any changes made.*

#### Holidays & Professional Development Days

Regularly scheduled classes and tutorials will be cancelled on all official British Columbia holidays, school and district mandated professional development days, and semester breaks (including winter and spring break). To reschedule a tutorial time, please contact us at 778.881.4954.