

# Ivy Global

## TERMS & CONDITIONS

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### OUR GUARANTEE

At Ivy Global, high customer satisfaction is our top priority. If for any reason you believe that your class or session was not completed to your satisfaction, please notify us of your concern in an email or by phone within 48 hours. A manager will get in touch with you to discuss your concerns.

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### LATENESS & CANCELLATIONS

**Lateness By Client:** If the client arrives late for a scheduled session, the session will *not* be automatically extended. If the client wishes to extend the session, the extra time will be billed in addition to the originally scheduled session.

**Lateness By Tutor:** Any lateness on the part of tutor will be made up at the end of said session (if possible) or at an agreed upon time in the future. A partial pro-rated refund may also be applied to the account instead of a make-up session.

**Cancellation & Rescheduling:** We require 48 hours' notice via email to cancel or reschedule a session. If cancellation or rescheduling is made within 48 hours of the session start time, a cancellation fee equal to 1 hour of tutoring will apply.

If rescheduling occurs before 48 hours of the tutoring start time, no cancellation fee will apply. The session may be rescheduled based on the tutor's availability at no additional charge.

**No Refunds** Pro-rated refunds are not applied for days absent for class or for services not being fully utilized. For students wishing to make up missed class time, private tutoring at the regular rates may be arranged.

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### IN-HOME TUTORING

A parent or guardian must be present for in-home tutoring for the entirety of any sessions booked. Tutoring sessions may also be held in a public place such as a library.

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### PAYMENT METHODS

We accept a variety of payment methods, including:

- CHEQUE TO "IVY GLOBAL"

- VISA, MASTERCARD, DEBIT
- CASH

*Regrettably, we do not accept American Express at this time.*

You can pay:

- IN PERSON: at one of our offices by cheque, credit card, debit or cash
- BY PHONE: calling in your credit card info to 1-800-470-2995
- ONLINE: through Paypal or our online registration system (for courses only)

Once the payment has been approved, you will receive either a paper or electronic copy of the receipt to the email address you provided on your registration form.

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## **PAYMENT OPTIONS**

Payment for tutoring is required before tutoring sessions or a class.

### **CLASSES**

In order to reserve a place in the course, we require at least  $\frac{1}{2}$  of the total balance to be paid within a week before the class commences. Failure to do so will result in an incomplete registration and we will not be able to guarantee that there will be an allotted space for you in the course. We require the remaining amount to be paid in full by the first day of the course.

### **Tutoring Sessions**

We require payment on the day of or prior to every scheduled session.

### **Tutoring Packages**

We normally require full payment up front. However, you may also choose to pay  $\frac{1}{2}$  of the total balance on the first day of tutoring and the remaining to be paid half-way through the package.

### **Consulting Programs**

We normally require full payment up front. However, you may also choose to pay  $\frac{1}{2}$  of the total balance on the first day of consulting and the remaining to be paid half-way through the program.

*Ivy Global reserves the right to charge for any service (tutoring, consulting, guidance on the phone, email, etc.) you use. At the end of each month, customers who have unpaid invoices will be emailed electronic copies of their invoice. If you have your credit card on file with us, you will be charged automatically for the invoice amount unless you notify us otherwise at the end of the month.*