

## Client Agreement

### **Guarantees:**

While the majority of students are happy with their grades or test results, Sexton Test Prep & Tutoring does not guarantee any grades or score improvements.

### **Payment:**

A credit or debit card is required for payment. Clients will be charged at the beginning of each month for the appointments held in the previous month in accordance with the time sheets signed by the student. Each client is sent a detailed receipt via email that will include appointment dates and durations.

Please include payment information at the bottom of this form and mail it to us before the third tutoring appointment. Payment information must be received before the third appointment or the arrangement will be put on hold. Please do not pay your tutor directly.

### **Supervised Meetings:**

If a parent cannot be present during an appointment, the student and tutor must meet in a public place such as a high school or library. If the appointment is at a home, a parent or responsible adult other than the student must be present.

### **Timesheets:**

Timesheets will be used to monitor meeting dates, duration, and content covered. The student must sign the timesheet at the conclusion of each lesson to verify its occurrence and length.

### **Score Reporting:**

Students and parents who use Sexton Test Prep & Tutoring are asked to report their standardized test scores within two weeks of receiving them, regardless of performance.

### **Confidentiality:**

Sexton Test Prep & Tutoring and its tutors will not share student test scores with anyone besides the student, parent/guardian, or College Board (when applicable). Students' testing accommodations (e.g. extra time on tests) will also be kept confidential.

Sexton Test Prep's proprietary materials must also be kept confidential by each family. These materials are for the individual family's use only, and should not be reproduced or given to any other party without Sexton Test Prep's explicit, written consent.

### **Cancellations:**

We have a strict 12-hour cancellation policy. Appointments cancelled with less than 12 hours notice, will be billed at half price. Appointments cancelled within three hours will be billed at full price.

