



MAYO TUTORS

Service Agreement & Enrollment Confirmation

getmayotutors@gmail.com · (470) 404-6838

Complete this with the agreed quote before signing. Leave unused student rows blank.

You can fill this out and sign it right on your computer or phone — no printing needed. Questions? Call or text (470) 404-6838.

1. CLIENT & FAMILY

PARENT / CLIENT LEGAL NAME	EMAIL	
PHONE	CITY / STATE	EMERGENCY CONTACT NAME / PHONE

2. STUDENTS & ITEMIZED LESSONS

One row per student. Sessions = total lessons included for the selected plan; price is per billing period or term.

STUDENT NAME	GRADE / AGE	SUBJECT(S)	FORMAT	SESS.	PRICE \$

For shared lessons, mixed formats or special arrangements, the written quote must specify exactly what each student receives.

3. PLAN, START & BILLING

PLAN	START DATE	BILLING DAY / FIRST INVOICE DATE	ASSIGNED TUTOR
HOUSEHOLD PLAN TOTAL \$	MONTHLY / INSTALLMENT AMOUNT \$	QUOTE ID / ACCEPTED DATE	

WHAT THE PACKAGE INCLUDES

Monthly: one calendar-month billing period includes 4 one-hour lessons for each selected weekly session. Example: 2 per week = 8 lessons in that monthly period. The fifth occurrence of a weekday does not add a free lesson.

Semester: four consecutive calendar-month billing periods, with 16 one-hour lessons for each selected weekly session in total (for example, 2 per week = 32). It is not a promise of exactly 16 consecutive calendar weeks.

Semester installments: four equal payments at the start of each calendar-month billing period. Monthly renewals use the same numbered date monthly (or the last day if unavailable). All installment amounts and due dates appear on the invoice.

Family Monthly quotes: 5% off Student 2, 10% off Student 3; no stacking. Final written quote controls and is valid 14 days. Session dates, exceptions, accommodations and travel-related charges appear on the accepted quote/invoice.

Please continue to Page 2 for policies.



4. PAYMENT & RENEWAL

Pay-As-You-Go is due before the booked lesson. Monthly and Semester installments are due on the agreed calendar-month billing date; prepaid Semester is due before the first lesson. Square invoices accept eligible card and bank payments. Cash App or Zelle may be arranged directly; a written receipt is provided for every payment. Monthly and installment payments have a 3-day grace period; lessons may pause afterward. Rates remain fixed for the current billing period or Semester; at least 30 days' notice precedes future renewing-plan increases. Automatic charging requires separate authorization through the payment provider; agreeing here alone does not authorize a card or bank debit.

5. MONTHLY CANCELLATION & SCHEDULING

Monthly renews each calendar month until either party gives written notice at least 7 days before the next billing date. Reschedule at least 12 hours before a lesson to use an available make-up credit. Credits per monthly period: 1 credit for 1 lesson/week; 2 credits for 2–3/week; 3 credits for 4–5/week. Make-ups must occur within 14 days, including after the period ends if timely arranged. Credits do not otherwise carry over. A late cancellation, unexcused absence, or no-show after 10 minutes without contact uses the booked lesson. Genuine emergencies may be considered case by case. An additional \$15 travel fee applies to in-home client cancellation only when the tutor has already departed.

6. TUTOR CANCELLATION & DISRUPTIONS

If MayoTutors cancels a lesson, the family chooses a free make-up within 14 days or a credit/refund for that lesson; it does not use the family make-up allowance. Library closures, technical outages and scheduling errors are handled fairly with an alternate location or video lesson, a make-up, or a credit where MayoTutors cannot provide the service. Contact us promptly if the student has a connectivity problem; we will first attempt to restore the lesson.

7. SEMESTER TERMINATION, PAUSES & CHANGES

Semester ends after the fourth calendar-month billing period and does not automatically renew. If ended early, lessons already delivered, missed without timely notice, or forfeited under Section 5 are repriced at the standard Monthly per-lesson rate shown at enrollment (Monthly package price divided by lessons included in that Monthly package). No future undelivered lessons are charged. Remaining installments stop; any amount owed is invoiced, and an eligible prepaid balance is refunded within 10 business days after reconciliation. One agreed pause of up to 14 days may extend the teaching schedule without adding lessons. Delivery format changes require an updated written quote before new rates apply.

8. STUDENT SAFETY, PRIVACY & EXPECTATIONS

For a minor, a parent/legal guardian enrolls the student and remains on-site or reachable throughout the lesson; an adult must be home for in-home lessons. Scheduling/billing communications go to the parent or guardian. No student photos or recordings without specific consent. Personal data is used for tutoring administration and shared only as needed with service providers; see getmayotutors.com/privacy and /safety. We do not guarantee any particular grade, score or academic result. Clients are responsible for ordinary travel to off-site sessions.

Any legally required rights remain unaffected. This document and the accepted itemized quote form the tutoring agreement.

Please continue to Page 3 for consents and signatures.



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9. REQUIRED ACKNOWLEDGMENTS

- ☐ I reviewed this agreement, the itemized quote, and the policies at getmayotutors.com/terms.
- ☐ If enrolling a minor, I confirm I am the parent/legal guardian and authorize tutoring.
- ☐ Each enrolled student and their lesson count, subject, and price are recorded on page 1.

10. OPTIONAL CHOICES

RECORDING FOR INSTRUCTIONAL REVIEW (no recording unless specifically authorized)

- ☐ I consent
- ☐ I do not consent
- ☐ Ask me separately

TESTIMONIAL USE (separate approval required before publishing any minor's words or image)

- ☐ Parent/client first-name quote only
- ☐ No permission

11. AUTHORIZATION & SIGNATURES

Signing confirms the agreed household enrollment. Payment credentials are never entered into this PDF. Sign with Fill & Sign or any PDF signing tool; a hosted e-sign provider adds identity and audit records.

Client / Parent / Guardian Signature

Date

MayoTutors Representative Signature

Date

12. HOW ENROLLMENT IS CONFIRMED

1. MayoTutors fills in the student plan and final quote. 2. The client reviews, signs and returns this agreement through the agreed secure process. 3. MayoTutors countersigns, provides a completed copy and sends the invoice. 4. Lessons begin after payment and scheduling confirmation.

Questions or changes? Email getmayotutors@gmail.com or call/text (470) 404-6838.

Signing does not authorize recurring charges; separately approve those in Square or another payment provider.