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Clients Services Contract

Welcome to Armadillo Tutoring, LLC. We pride ourselves on the high quality of services we offer to our clients, and would be happy to discuss any questions or comments you may have after reading the following contract.

1. At the end of each session, the tutor will initial your invoice. Tutors will submit their hours online after each session.
2. **Armadillo Tutoring requires that all clients have a valid credit card on file with us.** Clients can pay by check, credit card or money order. All mailed checks and money orders need to be postmarked the first (1st) of the month. Any bounced checks will incur a \$30 fee. If Armadillo Tutoring does not receive payment after the seventh (7th) of the month, Armadillo Tutoring will send you a late payment notice and after the fourteenth (14th) of the month, we will charge your credit card on file for the total amount due plus a \$30 late fee. Clients are responsible for late, lost, or misdirected mail. If you are paying by credit card, it will be charged at the beginning of the following month. For example, tutoring from August 1st to August 31st will be charged on September 1st. A paid invoice will be emailed to you. If your credit card is declined, Armadillo Tutoring will send you a late payment notice and request another valid credit card. If Armadillo Tutoring does not receive a valid credit card or payment after the after the fourteenth (14th) of the month, you will incur a \$30 late fee added to the total amount due. Armadillo Tutoring will report all delinquent accounts using the Fair Debt Collection Practices Act.
3. A tutoring session must be cancelled **at least 24 hours** prior to the scheduled time in order to avoid payment for the session. Exceptions will be made only if every reasonable attempt to reschedule has been made. You must contact the tutor directly to cancel a session.
4. A parent or adult must be on the premises during at-home tutoring sessions.
5. The student needs to be on time and prepared for all tutoring sessions. Have the necessary materials including textbook, notes, review sheets, and current assignments ready for each session.
6. **You agree that you will not, during the time you or your child is registered with Armadillo Tutoring, LLC for tutoring services and for one year thereafter, solicit or contract with any with Armadillo Tutoring tutor to provide services of any kind to you, your child or any of your family members other than through Armadillo Tutoring, LLC.** Violations of this provision will be assessed as damages in the amount of \$2,500
7. Armadillo Tutoring is a network of professional tutors. Each tutor undergoes a thorough background & reference check and is meticulously screened. We are not liable as a network for claims made against us as a group or any particular tutor. Each tutor is an independent contractor and is fully responsible for his/her own actions. If a tutor is found to be acting not in accordance with our strict code of conduct, Armadillo Tutoring will take the appropriate disciplinary measures and may release him/her from membership with the network. If a tutor's actions are in violation of local, state or federal law, that tutor will be reported and will be individually responsible for his or her actions.
8. If for any reason you are not satisfied with the services of the tutor, please contact us directly at 512-744-3133 to advise us of the problem.
9. Should you decide to discontinue services, please call us with one week's notice to ensure that you are not billed for future sessions.

Signature

Date

Printed Name