

**Service Agreement:** You enroll in services with Accessible College (“AC”) for the purpose of college preparation and transition, executive function coaching, or post transition coaching. You understand that there are only a certain amount of available staff hours. Therefore, all enrollments and appointments are offered on a first-come, first-served basis. Clients can make their own appointments online for up to 30 days before their requested time.

**Payment:** You must pay the entire fee at the time of enrollment with one of the payment methods offered for the service. Accepted forms of payment are checks (if paying the year or package in full), debt cards, or credit cards (VISA, MasterCard, Discover, and American Express). Credit card information is stored by Square, AC’s merchant provider. The client will receive by email a detailed invoice for total fees incurred.

**Student Withdrawal and Refunds:** If you choose to cancel your services prior to the first meeting, we will refund all of the fees you have paid to date. For the College Access Pass, there is an early termination fee of ½ the monthly rate if the contract is cancelled within the first 90 days.

**Service Cancellation:** Occasionally, due to various circumstances, AC may cancel a meeting. If we have to cancel a meeting we will work with you to reschedule.

**Canceling Sessions:** If you need to cancel a scheduled tutoring session, **YOU MUST GIVE AC 24 HOURS ADVANCE NOTICE**. If you fail to give 24 hours advance notice of any cancellation, the missed session will be treated for the purposes of the contract, as if the session took place. If the AC cancels or misses an appointment without 24 hours advance notice to you, you will receive one free session of equivalent hours to the missed session of tutoring in addition to the hours in your program. Emergency absences are considered on an individual basis by AC.

**Appointments:** All student services are scheduled by appointment only. Clients have the ability to book, change, or cancel their own appointments using the online appointment scheduling software. Online appointments take place via Zoom or phone.