

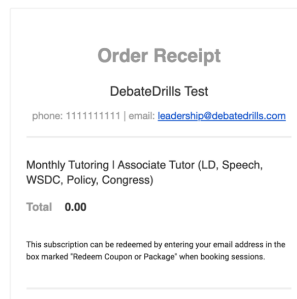


We are so happy to connect you with one of our tutors! Our tutoring service utilizes a subscription model, and detailed information is below:

1. You are responsible for managing your subscription:
  - o You can cancel your subscription **at any time** via the initial purchase email you received OR via emailing us and asking us to cancel for you.
  - o Cancellations apply to the following month, not the current month. You may not cancel a subscription mid-month and request a refund for that month.
  - o Your subscription auto-renews every month on the date of your purchase.
2. Unused sessions during any subscription period do **not** roll over. Your sessions are on a use-it -or-lose-it basis.
3. We strictly enforce a 24-hour cancellation policy. You may cancel anytime up to 24 hours before the session by cancelling the session you booked via the confirmation email you received OR via emailing your tutor.

All of this is detailed in the Terms and Conditions you will sign when purchasing a subscription package with us. Do not hesitate to ask us if you have questions or concerns about any of the above.

After buying a package through the link we have shared with you via email, you will receive a payment confirmation email from our scheduling software: Acuity. **This email is important and should be saved – it includes your renewal date, the coupon code for booking sessions, and the instructions for cancellation.**



Please note:

1. "Change or cancel subscription" on the top right – this allows you to cancel your subscription at any time.
2. Your Certificate Code will be the email you used when you purchased. **This will remove the cost of session.**
3. After you completed your purchase, you will receive an automated email with further instructions to get started!

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