



PAYMENT, CANCELLATION & REFUND RULES

Clear expectations before package registration, scheduling, or paid sessions.

1. Payment Timing

- One-off sessions are paid before or at the start of the session.
- Package registration records the student's package commitment and allows sessions to be scheduled immediately.
- Package and payment-block payments are due before the applicable session or payment block begins. Payment is not required to open the booking experience.
- Exam Sprint Packages are paid at the start of the selected sprint period.
- Registering a package does not itself process a payment; payment instructions are provided separately.

2. Cancellation & No-Show

- Please give at least 24 hours' notice to reschedule a session.
- A cancellation made with less than 24 hours' notice is normally treated as a used session and is not refundable.
- A no-show is treated as a used session and is not refundable.
- In a genuine emergency, contact Math Aficionado as soon as possible; a one-time courtesy reschedule may be offered at discretion.

3. Refunds & Unused Package Sessions

- Completed sessions, late-cancelled sessions, and no-show sessions are not refundable.
- Unused future sessions may be eligible for a refund or account credit when a package is ended before the next payment block begins.
- For discounted packages, any refund is recalculated so sessions already used are charged at the applicable non-package/used-session rate, with the eligible remaining balance returned.
- Any payment-processing fees that cannot be recovered may be deducted from a refund.

4. If the Tutor Cancels

- If Math Aficionado cancels or cannot attend, the student can choose a rescheduled session or a full credit/refund for the affected paid session.
- If a package block cannot be delivered within the agreed period because of tutor-side unavailability, the unused portion is credited or refunded.

5. Trial Terms

- One complimentary first session is available to first-time students who choose Monthly Momentum or Semester Focus, subject to availability and one trial per student.
- Monthly Foundations does not include a complimentary trial.
- The trial has no cash value, cannot be combined with another discount, and does not automatically convert into a paid package.
- If the student continues, payment for the remaining paid sessions is due at the start of the first paid session/block.

Important: These are the published tutoring payment, cancellation and refund terms. Package registration and scheduling are separate from payment processing; students may schedule after registration, with payment due before the applicable session or payment block.