

STUMPTOWN TEST PREP, LLC

POLICIES AND GENERAL INFORMATION

Please print, sign, and give to tutor during Initial Consultation

SCHEDULING/RESCHEDULING/CANCELLATIONS. Our scheduling hours are Monday-Friday 10-4pm. Stumptown Test Prep, LLC prides itself on its flexibility in adjusting to its students' schedules. Our flexibility depends on some advance notice of our own schedules. Therefore, if a student needs to cancel or reschedule an appointment with more than 24 hours' notice, please contact our office at (503) 246-4211 as soon as this need becomes apparent. Please leave a message on our voicemail with your name, student's name, date and time of session, telephone number, and your tutor's name. Our office staff will return your call to complete your request; you may also email us at info@stumptowntestprep.com. If you are in the office during the student's session time and have special requests or scheduling questions, please handle those matters during the student's allotted session time.

Cancellations made with less than 24 hours' notice and no-shows will be charged the full amount for the session. In the event of a cancellation with less than 24 hours' notice please call, text, or email your tutor directly. (See below for his or her contact information.)

If a student cancels three times without proper notice, as specified herein, we reserve the right to reschedule the time allotted to the student.

In cases of inclement weather and emergencies we reserve the right to waive this policy.

LATE ARRIVALS. Please contact your tutor. (See below for his or her contact information.) Please arrive on time as we can not extend sessions without taking time away from another student.

PAYMENTS. Fees for tutoring are charged at the rate of \$ 150 per hour for Rob Margolis and \$ 125 per hour for our other tutors. Payment is due at time of session. We accept credit cards and will keep your number on file. Stumptown Test Prep, LLC will charge your card for missed or forgotten appointments, and improper cancellations. Fees are subject to periodic increase without prior notice. If you have any question regarding the currently effective fee, please inquire prior to the next tutoring session.

HOMEWORK. All of our tutors assign homework at the end of each session. We are aware that students have other responsibilities and we do our best to balance school work with our assignments. We ask that the homework assigned be completed in a conscientious fashion prior to the next tutoring session.

KEEP OUR CONTACT INFORMATION HANDY. We suggest adding our office phone number, your tutor's phone number, and email addresses to your cell phone address book so that if something arises (e.g. need to cancel or reschedule an appointment, misplaced assignments, something left behind at our office), you can access us quickly.

WEBSITE, ETC. Please check our website - www.stumptowntestprep.com - where you will find answers to many of your questions as well as helpful links to make your test-taking process easier. Please check us out on Facebook (stumptowntestprep) or on Twitter (@stumptowntest) for the latest info and updates.

PRIVACY. Please be advised that we will never share personal information and test scores.

Office Phone: (503) 246-4211

Email: info@stumptowntestprep.com

Rob Margolis Phone: (503) 314-0291 rob@stumptowntestprep.com

Logan Wright: logan@stumptowntestprep.com

Jay Kapp Phone: (503) 875-5054 jay@stumptowntestprep.com

Morgan Azinger Phone: (503) 887-6832 morgan@stumptowntestprep.com

Van Tran: van@stumptowntestprep.com

Shveta Miller Phone: (949) 300-4158 shveta@stumptowntestprep.com

BY OUR SIGNATURE HEREON, we acknowledge we have read the terms specified herein and agree to be bound by the same:

DATE:

Student

DATE:

Parent