

Effective August 1, 2019

Welcome! Thank you for choosing Pacific Learning Academy's services and we look forward to a successful relationship with your family. Below you will find an explanation of the policies and procedures we have in place to best serve you and help your program go smoothly!

Our Guarantee(s)

Your satisfaction is our priority, which is why our coordinators meet with every family *before* a student's program begins. Getting to know a student helps your academic coordinator make the best instructor match and is how we guarantee a great fit from the first lesson. **Please let us know before the second lesson if your child has any doubts about the instructor being the right fit.** We will work with you and the instructor to make the 2nd lesson successful, or (if necessary) find a qualified replacement. If a replacement instructor is required, we will **not charge for the original lesson.** If you are seeking emergency tutoring and do not have time to meet with an Academy coordinator, we regret that we cannot guarantee the instructor match. Please contact us immediately if you would like to change or add instructors at any point in your program. If an Academy instructor is not a good fit for your child, we want to be the first to know!

Referral Program

Our current clients are our best advertising! Refer a family and your name is automatically entered in our quarterly drawing for free sessions (or a cash equivalent). Each referral that turns into an Academy student is considered an entry into the drawing and, of course, there is no limit to your number of entries!

Online Instructor Reports – Please Read Them!

Academy families will have a login/password to our reporting website ("Parsec") where you may see Academy news items, your lesson calendar, and read what Academy instructors have to say about the time spent with your child. *You may log in at any time after your child's first lesson to review past reports.* Reports are typically viewable 24 to 48 hours after each lesson. Parsec reports can be found at <http://reports.pacificlearningacademy.com>. Your academic coordinator will send you a username and password.

The success of your child's program with the Academy comes from open communication. If you are not regularly checking reports, you will be missing instructor concerns, suggestions, comments about grades and behavior, as well as study skills your instructor would like your child to keep up at home.

Phone, Email and Online Support

Instructors may be available via phone, email or online (ie Zoom) for homework checking, explanations between sessions, or to conduct a regular course session. Make sure you let your instructor know the *maximum time* you're requesting to avoid any billing misunderstandings. **The minimum service would be for a .5 (25-minute) lesson time for extra support.** Online/Phone sessions may take the place of a regularly scheduled lesson (due to illness, travel or a snow day, for example). Extra support is added to your billing account if you reserve it, whether or not the time is utilized.

Session Location and Presence of Authorized Adult

Academy instructors are available to meet at most student homes and in public places, such as local libraries. We regret that instructors are not able to provide in-home sessions for all locations due to scheduling or geographic limitations. **For in-home sessions: an adult must also be in the house** for any lesson. Instructors are not authorized to enter any home without an authorized adult being home. If an adult will arrive after the scheduled lesson time, the instructor can then enter the home and stay for the remaining session time. In either case, the session is not eligible for a reschedule or refund. Instructors may decline lessons where the adult present is under 21. Thank you for understanding.

Communication Guidelines: Establishing and Maintaining Instructor-Student Rapport

Communication about your child's program is welcomed at the Academy. In fact, our founder started Pacific Learning Academy especially so that families could be more involved in the educational process. **All of us are working toward the same goal** of seeing your child feel confident and earn grades they can be proud of. A big part of your child's success is going to hinge upon a positive rapport with their instructor. Here are guidelines to protect that rapport and to ensure your child has the best chance of achieving his or her academic goals:

- **Most questions can and should be directed to your Academic Coordinator (AC).** We are here to talk to you about your child's grades, behavior, study habits, program and more. We are here for you!
- **Your instructor handles 1-time scheduling questions (rescheduling/extra lesson request).** You'll find your instructor's email or phone number in the confirmation email your AC sends you or on Parsec.
 - Avoid asking questions in front of your child. Even a well-meaning inquiry can erode trust if the instructor is put in the position of "telling on" the student or if the conversation is anything other than wonderful positives about your child.
 - Any conversation with the instructor should be held during the scheduled session time, and either at the very beginning of the session, or by letting your instructor know in advance that you'd like to reserve the last 5-10 minutes of the session for a quick conversation. Our apologies that your instructor is not able to stay past the end of the scheduled lesson time. Instructors are often on a time crunch and staying to chat will make them late to their next lesson.

For all other inquiries please contact your AC to discuss and we will work together to modify the lessons (or explain the instructor's approach) to your satisfaction. ACs handle topics such as permanent schedule changes, concerns about content or direction, explaining other programs available at the Academy, or the instructor's approach, etc.

FAQ: May I sit in on my child's sessions? We ask that a parent **not interrupt or participate** in a student's lesson. We have found that a parent at the kitchen table, or **within obvious hearing distance**, can undermine instructor-student rapport, which is detrimental to the learning process. **You may call your Academic Coordinator (AC) at any time to talk about your child's progress, program or concerns.** There is no charge to talk to your AC.

Session Length

Each 1.0 session is either **50 minutes** (credit classes at any location, or in-home tutoring) or **55 minutes** (public-place tutoring). If we see your child once a week for a 1.5 tutoring session (75 or 83 minutes), for example, and a month has four sessions, your invoice will be for six (6) educational hours. Credit courses will have a flat tuition, but we'll still track your child's hours in Parsec so you can monitor the pacing of the course. The Academy recommends a 1.5 session (75-83 minutes) whenever possible.

Determining Regular Schedule & Weekly Minimum

The Academy's minimum reservation is one (1.0) session per week per instructor during the school year. Our instructors and students see faster progress with twice-a-week meetings or more, but **we leave the frequency decision up to the family's discretion**. Some families begin with 2-3 hours per week, and then decrease their time depending on their child's needs. Decreases in time require two weeks' notice. Please contact your AC!

Is there a rule of thumb?

Over the years, we've found that students wishing to maintain a grade are fine with once-weekly tutoring. Students wishing to improve from a B to an A typically do best with twice-weekly sessions. Any student earning a C or below should consider meeting three times per week until the grade has improved.

Extra Sessions

Need help between lessons? Ask your instructor for an extra session or additional time. Extra time/sessions, once scheduled, are subject to the Academy's payment, cancellation and refund policies. **Families should arrange extra time or an extra session directly with their instructor.** Once reserved, extra sessions are added to your regular billing account, whether or not a family uses the time.

Absences, Reschedules, Tardies and Weather

- 1) **Student Absences** -- If you know that your child will miss a session, please contact your instructor as early as possible. If eligible, your instructor will assist you in arranging a reschedule. **If a student is ill, but well enough to have a session, you might consider arranging a Zoom session rather than cancelling** (please do not have an ill student attend an in-person session). Because we have reserved an instructor's time especially for your child, the Academy does not offer refunds for family-initiated tardies or cancelled sessions.
 - **Tutoring students:** Academy instructors will work with you to reschedule up to three **(3)** eligible absences per semester. Tutoring students joining us late in the semester (after Nov 1 or Apr 1) or during our summer programs will be able to make up two **(2)** eligible absences.
 - **Academic Credit students** may reschedule up to 6 eligible cancellations during a 1.0 course (3 eligible cancellations for a semester course).
 - **Instructors will give you 2-3 options** for a reschedule day/time. If you are unable to attend any of the times that the instructor offers, we regret that the reschedule opportunity will expire. Instructors always try their very best to accommodate reschedules, but we regret that we cannot guarantee an instructor's open times or locations will match the student's availability.

Rescheduled sessions must be completed with the same instructor within two weeks after the original appointment cancellation. After that period, or if you end your program/change instructors before making up the missed lesson, the reschedule opportunity will expire.

What makes my cancellation "eligible" for a reschedule?

- * **Notify your instructor (text, email, phone call) by or before 7:30 a.m. the day of your session** (the day before is much appreciated). Reschedule requests left with an Academic Coordinator or via Academy office voicemail/email (other than the instructor's) cannot be honored, so **contacting your instructor directly is crucial** to ensure you are able to reschedule a missed session.
- * **Cancellations received later than 7:30 a.m.** are not eligible for reschedule. For sessions scheduled before 10:00 a.m., your notice requirements may be earlier.

Students wishing to change the day/time of a rescheduled session may do so, but the change is considered an **additional reschedule**, counting toward the number of reschedules allowed. Reschedule changes must conform to Academy policies. Rescheduled sessions are in addition to and may not be used in place of a future regularly scheduled session (such as the end of your program). **The Academy reserves the right to change a rescheduled session if your instructor is placed with a permanent student during that same time slot.** In that case, you will be given two more weeks to complete the rescheduled session. We apologize for any inconvenience!

- 2) **Instructor Absences** -- The Academy will make every effort to notify families as far in advance as possible if an instructor will be unavailable for a session. **In the event of an instructor absence, you will not be charged unless you choose to reschedule.** Reschedules may be in-person or via Zoom.

Because of our commitment to ongoing teacher development, there will occasionally be dates when instructors need to cancel or reschedule for in-service and educational development.

3) **Tardies**

Instructors will check texts and messages if their student has not arrived within 5 minutes of the usual start to their lesson. If a student has not arrived after 10 minutes, instructors will attempt to contact a parent (unless they have already done so). If an instructor does not hear from the student or parent, the instructor will stay at the session location for approximately 30 minutes. **In the case of late student arrival, the session will not be extended**, but limited to the regularly scheduled time left remaining. Refunds or credit for the time missed will not be provided.

There is no penalty for a late instructor. A tardy instructor will stay longer to ensure the student gets their full scheduled time or will add time to a future lesson. **Please let the Academy office know if your instructor is chronically tardy** or if you feel your child did not get their fully scheduled time. We might need to adjust the schedule to allow for traffic issues. We respect your time and expect our instructors to do the same!

- 4) **Weather-related Closures --** Whether or not a student's **school is closed** due to inclement weather, the Academy does not obligate the instructor or student to attend the lesson if inclement weather leads to safety concerns for either party. Instructors and families should communicate the morning of a closure or when inclement weather worsens to determine if the session will be held and, if not, when the reschedule will be (using Zoom is a popular option). A weather reschedule does not count toward the semester limit as long as the instructor was notified in a timely manner (ie the morning of the snow day).

Notice of Discontinuation

Your satisfaction is very important to us, and we honor the right of a family to pivot when necessary. As long as your family has met with an Academic Coordinator, we are proud to offer **a first-lesson 100% instructor match guarantee.** If, after the first lesson, you feel your Academy instructor is not a good fit, please contact us immediately to discuss a change. After that, mid-program discontinuation notices may be sent via email to your Academic Coordinator or you may call the Academy office. We want families to have the flexibility they need to make the best decisions for their child's program. In order to respect instructor commitments and the reservation of their time, the Academy **requires two weeks' notice to end or change any program** after the instructor fit has been determined and the program is underway.

Student Behavior/Expectations

We expect our students to behave in a manner **consistent with other learning environments**, whether they are being tutored at home or in a public setting. When a session begins, students are committed to fulfill their learning time. The student should come to the session prepared to work with the instructor, and we ask that the student **not use their cell phone or socialize with friends/family while in session.** If a lesson is taking place at home, please make sure family pets and other children are not a distraction to the session, and that televisions and radios are not within hearing distance.

In order for Academy instructors to teach effectively and students to learn, we must have a safe and respectful environment. Instructors will set expectations where courtesy and responsibility are important, but instructors are not expected to be disciplinarians. If a student (or parent) consistently disrupts the learning process, the parent can expect an Academy official to contact them regarding the specific issue. If an instructor feels that a student (or parent) will or has become abusive, including swearing, name-calling, putdowns, or aggressive behavior etc., **the instructor will remove him or herself from the session and contact the Academy office.**

If behavior leads to early dismissal or termination of the lesson, there is no refund for the time remaining in that session. For behavior that leads to the decision to no longer work with a student, a refund of unused lessons beyond the two weeks' notice time frame will be issued in accordance with our refund policy. The Academy office will keep parents fully informed of any session that is terminated early due to behavior.

Shared Lessons: Tutoring or Credit Classes

The Academy allows shared tutoring and credit classes at a discount but shared or group partners must be arranged by families. Students sharing a lesson must coordinate with their partner(s) before making any changes to a reservation. **One parent of 2-student shared lessons should be designated the ‘point person’** so that the instructor does not have to coordinate with multiple families. If lesson time is used by one student in a shared session, there will be no reschedule for the other student. For groups of 3 or more, lessons may not be rescheduled or “made up” if missed.

Exception: Some families have elected to take group classes through local instructor Kim Hefty, whose classes the Academy transcripts and provides oversight for. Policies concerning payment for the course, absences, and office hour makeups should be discussed directly with Ms. Hefty.

Non-hire Agreement

The Academy invests in its instructors through rigorous hiring practices, regular training and ongoing professional development for the benefit of all Academy students. As an Academy client, you agree not to hinder the Academy’s investment by attempting to hire/engage an Academy instructor or associate outside of your arrangement with the Academy while the instructor is employed by the Academy and for a period of three (3) years after the last date of the instructor’s employment with the Academy. Academy employees have signed noncompete agreements to this effect and we appreciate your adherence to this policy.

Billing/Payment Information

Like piano teachers, private schools and colleges, Pacific Learning Academy **tuition is always due in advance**. Tutoring is paid monthly, based on the planned weekly reservation of the instructor’s time. Credit course tuition may be pre-paid or paid in continuous equal monthly installments to be completed before the course is finished, with an 8-month payment plan as the maximum. **We accept checks, cash and most credit cards**. There is a minimum returned check fee of \$35 for each check that is returned to Pacific Learning Academy for non-payment, depending on bank charges. Late payments or non-payment of a student’s tuition may lead to a suspension of services. **Please contact the Academy office to discuss options if your family is experiencing a hardship or challenge that leads to tuition payment issues.**

Your Academic Coordinator will ask you to **fill out a credit card authorization form at your initial meeting in order to enroll in our auto-pay**. Your card will be charged for the current month’s reservation (for tutoring) or for the credit class payment before your child’s second lesson. If you feel that the instructor match did not meet your expectations, make sure you contact your AC immediately so that we may pause payment. For families paying monthly, subsequent payments are due the 1st of the month. If we have your credit card on file for auto-pay, we will charge your card by the 3rd of the month (unless we’ve received a payment before that date). You can expect your invoice to arrive **by e-mail** for your review on or before the 21st of the preceding month. **Please review your invoice for accuracy!** Please do not give payments to instructors. The Academy assumes no liability for delayed or lost checks if they are given to instructors.

Late payments (received after the 5th of the month) will be subject to a 10% late fee, unless prior arrangements have been made. If you do not pay electronically or have us automatically charge your card, you may use this address to send a check:

Pacific Learning Academy
2908 228th Ave SE, Ste B
Sammamish, WA 98075

Pacific Learning Academy Refund Policy

If discontinuation is requested for tutoring mid-program (any time after that initial lesson), the Academy will credit or refund (client choice) unused lessons beyond the two weeks' notice date. Credit card refunds will be issued minus a 5% fee. Check refunds will not be charged a fee. For Credit Classes, please refer to the Academic Information Sheet (separate document).

Investment for Academy Services *Fees below are **based on 1.0 sessions**. Longer sessions are available.

Test Proctoring Services \$40 up to 1st hour, then prorated in 30-minute increments

Tutoring and Test Prep **1-on-1** **\$78 per 1.0 session**
(no registration fee for tutoring) Shared \$56 (2 friends) or \$48 (3 friends)

Academic Credit **1-on-1** **\$5200 for a 1.0 (year) credit / \$2600 per semester**
(\$275 one-time registration/student) 5% pre-pay disc: **\$4940** / 5% pre-pay disc: **\$2470**
Shared \$3850 for a 1.0 credit / \$1950 per semester

Credit Classes: Ask about our **10% sibling discount** (taking a separate academic credit course), or for students who take a 2nd credit or more with Pacific Learning Academy in the same calendar year. Applied discounts shall not exceed 10%.

Discount for Siblings Who Share Lessons:

Tutoring Services 2 siblings = \$98 total (**\$49** each) / 3 siblings = \$123 (**\$41** each)

Academic Credit 2 siblings = \$7800 total (**\$3900** each) / 3 siblings = \$8100 total (**\$2700** each)

All credit classes include up to 55 hours per 1.0 credit or 27 hours for a semester course. Overage hours for students who take longer are billed at \$95 per 1.0 lesson until course is complete. Tuition must be paid in full and the portfolio returned to the Academy before transcribing.

A Note about Summer Sessions

For summer programs, we are able to schedule around **pre-determined vacations and absences**. Once the summer schedule has been determined, your tuition will not be adjusted due to changes to your plans. We appreciate your understanding that time reserved for your family was not made available to any others and must therefore be invoiced.

Benefits of Working with Pacific Learning Academy

- The **convenience** of a local library or your home, depending on area
- One-on-one attention and **personalized** programs with instructors who know your child's curriculum
- Grade **improvement** and increased **confidence**; Improved student attitude toward school
- Improved success in ALL subjects at school when stress levels are reduced in one content area
- A safe, **secure** educational experience (all instructors have had background checks)
- The opportunity to truly create an Education by Design for your child
- The convenience of emailed invoices & paying by credit card online or check

Services We Offer – 6th to 12th grade

- In-home **tutoring** for students in all subjects (Math, Science, test prep, writing, languages)
- **Credit Courses** at your own pace, and (if desired) mirroring the curriculum taught in your child's school
- Standardized **test prep** (SAT, PSAT, ACT, ISEE) + **SAT/ACT Diagnostic Testing** (offered monthly)

2019-2020 Pacific Learning Academy Calendar

Pacific Learning Academy does not follow any one district's calendar. We serve public, private and homeschool students in multiple cities and districts. We do not automatically cancel tutoring when school is not in session based on a school, teacher workday or district-specific day off.

The following are considered Academy Holidays (no lessons). If you would like your instructor to teach during these breaks, please request these sessions in advance, as they would be considered “extra.” Also, please be aware that **local libraries are closed on federal holidays**.

We do not expect to see Saturday/Sunday students adjacent to federal holidays or 7+ day school vacations.

2019:	Aug 31-Sept 2	Labor Day (Sat-Mon)
	Nov 9-11	Veteran's Day (Fri-Sun)
	Nov 28-Dec 1	Thanksgiving (Thur-Sun)
	Dec 21-Jan 5	Winter Break (ISD/LWSD/SVSD/BSD)
2020:	Jan 18-20	Martin Luther King, Jr. Day (Sat-Mon)
	Feb 15-17	President's Day (Sat-Mon)
	May 23-25	Memorial Day (Sat-Mon)
	July 3-5	Independence Day (Fri)
	Sept 5-7	Labor Day (Sat-Mon)

Mid-winter and spring breaks: If your school will be out for **7 continuous days** (including weekends) or more, the Academy will release you from your tutoring appointments during that time without penalty. If you attend a school outside of the Issaquah, Snoqualmie or Lake Washington School Districts, please email the office as a reminder of your school's longer vacation dates. **Please do not assume the Academy knows your school's holiday schedule.**

Students with shorter breaks are expected at tutoring (or they may use one of their allotted rescheduling opportunities). *Weekend students are not expected to meet with their instructor on either side of their week-long breaks. **Our LWSD students will need to prearrange make-ups for their Thursday/Friday mid-winter break days (as it is not a 7+day holiday week) if they will not be available those days.** The weekend and Monday are off due to the President's Day holiday.

ISD, BSD and SVSD: Mid-Winter Break week of February 17th & Spring Break week of April 13th.
LWSD: Spring Break week of April 6th.

Religious Holidays

Pacific Learning Academy holidays are tied to the federal calendar. If your family would like to observe a religious holiday that does not fall within a school's longer break period or federal holiday, please notify the Academy office in advance and then you may absolutely reschedule with your instructor. The class will still be billed, but you may reschedule it within two weeks of the cancellation. The reschedule for a religious holiday will not count against the number of reschedules typically allowed.

Academic Credit Summary Information

If your child is taking a credit class from Pacific Learning Academy, be sure you have read through the longer Academic Credit Information Sheet. Below you will find some Frequently Asked Questions.

- ***How long does a class take?*** The average 1.0 (year-long) course takes between 42-50 hours. **Students who complete homework and work on the course outside of their time with an instructor can usually finish within this time frame.** Most students choose 2-3 sessions per week for continuity. **Credit is earned based on proof of Mastery, not “seat time,”** so dedicated students may finish faster. Students who are not able to put in the time/effort may find their course takes longer. If your child has health issues that may preclude finishing within the maximum hours covered by tuition, please speak to your AC before beginning the program.
- ***What does our tuition actually cover?*** Pacific Learning Academy provides materials and a portfolio in which to collect student work. Your tuition also covers an umbrella number of hours. Most students finish a year-long course in about 42-48 hours, but your tuition includes a buffer of up to 55 hours, if necessary. For semester classes, most students finish in about 20-24 hours but your tuition includes a buffer of up to 27 hours if necessary. Please make sure your student is on pace (read the online reports) to avoid any surprise overage charges.
- ***Are you Accredited?*** Yes. Pacific Learning Academy is an OSPI Washington State approved private school. We are nationally accredited via NWAC, a division of AdvancED. We are also proud to have earned NCAA approval, which allows student athletes to take courses through us and have those count through the NCAA clearinghouse (important for students wishing to play sports in Division I or II schools). Local schools still require their students to seek permission before the student begins a course with us or any other school.
- ***Can I graduate from Pacific Learning Academy?*** Yes! Many students take just one or two courses at the Academy and transfer them back to their school of record. However, some students find that they want to graduate earlier (or later) than their school of record would allow. As for transcripts, the Academy **does not transfer failing grades**, so GPAs on our transcript typically go up for students who graduate with us. Please see our blog for photos and highlights of our personalized and uplifting past graduation celebrations!

Why would we take a class through the Academy?

Every family has a different reason, but here are some of the reasons we’ve encountered recently:

- ✓ Protect your GPA by taking that one “hard course” 1-on-1 to ensure maximum mastery.
- ✓ Skip a grade by taking an Academy course in the summer, or by taking 2 courses over the school year.
- ✓ Catch up after an injury, trauma, or health issue that prevents regular school attendance.
- ✓ Take an elective with the Academy so you have room in your schedule at school for an AP/IB course.
- ✓ Finally go in-depth in a subject that has always caused you trouble and stress. Fill the gaps, work to “A mastery,” and preview the next level all within the same course.
- ✓ Consolidate transcripts from other schools and graduate from the Academy. Previous students have been professional athletes (from football to ballet dancers), students wishing to graduate early, and students who travel and live abroad.
- ✓ Re-take a course for an improved GPA, better car insurance rates (really) and to show colleges you know it!
- ✓ Take a course not offered by your school of record, either directly or as an Independent Study.
- ✓ Design a course with the Academy to meet your requirements or prerequisites.

Your Academic Coordinator will ask you to sign a form that says the following:

Parent and Student: By signing below, you agree to abide by the Academy's policies outlined in this packet.

1. We (parent/student) understand that we are responsible for providing an appropriate environment for learning if the sessions are in our home, to remove potential distractions and to ensure the student comes to the session (regardless of location) fully prepared to successfully accomplish that day's lesson, making sure books, assignment, and homework are available, including any necessary writing materials. A day-before e-mail will be very helpful for most instructors (outlining what's happening in the course in which you are seeking tutoring).
2. We (parent/student) agree to provide initial feedback to the Academy before the second lesson, by phone, e-mail or via an Academy electronic survey. Student should be prepared to tell Parent what helped and what hindered learning. An Academy representative will attempt to contact me (parent), but I may initiate communication at any time with the Academy office.
3. We (parent/student) agree to notify our instructor directly by 7:30am the day of a scheduled lesson if unable to attend the lesson. We understand that family-initiated late notice cancellations are not eligible for reschedule or refund. We understand that we have two weeks in which to reschedule the lesson and our instructor will give us up to 3 choices to reschedule for each eligible cancellation. Cancellations and reschedules are arranged directly with the instructor but reschedules are not guaranteed.
4. We (parent/student) agree to let our Academic Coordinator know if we have any concerns about our instructor regarding rapport, preparedness, or chronic tardy issues. I understand that conversations about the scope and direction of our program should be directed to the Academic Coordinator.
5. I understand that my Academic Coordinator will send me a confirmation email with details of our program, access to online instructor notes and our instructor's contact information. I understand that our instructor's contact information is also available within the online reports ("Parsec").
6. I understand that the 100% instructor match guarantee means that I may request an instructor switch after the first lesson, as long as I reach out to the Academic Coordinator before the second lesson.
7. In cases where I prefer to speak to the instructor directly, I agree to do so respecting the rapport my child has with the instructor and within the session time as outlined in the Policies & Agreement.
8. I agree to read the session reports, available on our reporting website (Parsec) and to proactively bring concerns to the attention of my Academic Coordinator. **Parsec:** <http://reports.pacificlearningacademy.com> (username and password will be emailed to you!)
9. I agree to review my invoices to make sure they are accurate and to avoid over-charges or inaccuracies if the schedule changes. I understand that the Academy will charge my card on the 3rd of the month unless I have pre-paid completely or pre-paid a monthly invoice directly on or before the 1st.
10. For tutoring and credit courses, I agree to return all materials and resources loaned to my child to the instructor or the Academy office within 5 business days of finishing our Academy program.
11. For credit courses, we (parent/student) understand that Academic Credit Course completion is not based on seat time. If the course exceeds the number of the regularly prescribed hours included in our tuition, we will be charged an hourly rate until the end of our program.



2908 228th Ave SE, ste B | Sammamish, WA 98075 | (425) 562-3545

Credit Card Charge Authorization Form (blank copy)

Section 1: INITIAL PAYMENT

Student Name(s): _____

TUTORING:

Initial month has _____ sessions (_____ instructional hours) at the rate of \$_____ = \$_____
(1=78; 2=156; 3=234; 4=312; 5=390; 6=468; 7=546; 8=624)

Initial invoice: \$_____ (due before the 2nd session); Estimate of 2nd Invoice: \$_____

CREDIT CLASSES

Registration Fee (one-time only/per student) \$ 275 Est start date: _____ Est end date: _____

Semester = \$2600 / Year-long = \$5200

☐ paid in _____ monthly installments (paid in full by _____, 20__).

*Tuition must be paid in full before student has completed course or within 8 months, whichever comes first.

Discounts:

- ☐ 5% pre-pay discount (must be received before the 2nd lesson to apply)
- ☐ 10% 2nd course discount
- ☐ 10% sibling discount

Initial Charge Amount (US \$): \$_____

Charge Date: _____

(initial payment charged 24 hours after 1st session unless we hear your instructor match wasn't a good fit!)

Section 2: THIS SECTION TO BE FILLED OUT BY CUSTOMER – PLEASE PRINT CLEARLY

Name as it appears on Card: _____

Billing Address: _____

Card Type (Please circle one): **Visa / MasterCard / Discover / American Express**

Card Number: _____ - _____ - _____ - _____

Exp date: ____ / ____

Security Code (3 digits): ____

I, _____, authorize Pacific Learning Academy, LLC, to charge the above referenced credit card for the initial and all recurring fees and other charges as invoiced within my Academy account. **My credit card will be billed after the first session (approximately 24 hours after the first lesson, and before the 2nd lesson),** and then on the 3rd of every month or the next business day if the 3rd is on a weekend or holiday (if I haven't already paid). I further authorize the Academy to keep this document on file for future use. I understand that the Academy will send me an invoice by the 21st of the month and **I may click to pay upon receipt. If I do not contact the office or pay the invoice by the 1st, Pacific Learning Academy will charge my credit card on file.**

Cardholder Signature/Charge Authorization: _____

Date Authorized: _____