



Billing Policy:

- All clients are required to keep a credit card on file with The Study Hall.
- At the end of each month, each client will be charged for the services rendered plus a \$5 processing fee.
- If a client wishes to pay-as-they-go, a credit card is still required to be on file and will be charged in the event of any missed payments. If a client's account is current at the end of the month, their card will not be charged and there will not be a processing fee.

Cancellation Policy:

- The Study Hall has a 6-hour cancellation policy. In the event that a tutoring session is cancelled with 6+ hours notice, the client will not be charged. If it is fewer than 6 hours notice, the client will be charged.
- If the cancellation is fewer than 6 hours notice, The Study Hall will make every effort possible to fill the cancelled hour with another student. If The Study Hall is able to fill the "gap", the client will not be charged. If The Study Hall is not able to fill the "gap", the client will be charged.
- The Study Hall considers charging for cancellations a last resort and will make every effort possible not to do so.