

# Austin Learning Center

## Account Registration

### Policies

**Quality of Service:** Austin Learning Center is committed to ensuring that all of your interactions with us meet your expectations including ease of scheduling, quality of sessions, and timeliness of feedback and follow-up. We have an open door policy if you have any questions or comments about your services. Please let us know how we can best serve you!

**Scheduling Appointments:** Scheduling is a key component of a successful tutoring experience. Both students and their parents/guardians may make, cancel, or reschedule appointments by calling the Austin Learning Center. Appointments may be made on a one-time basis (usually helpful for students who desire occasional tutoring to prepare for quizzes and tests) or on a recurring basis (where students benefit from the consistency of regular tutoring sessions). Students who have requested a recurring appointment during the academic school year, such as every Wednesday from 6pm-7pm, will be scheduled for that appointment through the end of the current academic year in order to hold that spot, but it may always be changed or cancelled. Parents and students are encouraged to contact our office to make any adjustments to the schedule to best meet the needs of the student. All appointments are private, one-to-one tutorial sessions unless arrangements are made in advance for group sessions. While every effort is made to place a student with his or her requested tutor, a qualified replacement tutor may be substituted in the event of illness or unforeseen scheduling conflict.

**Cancellation Policy:** Austin Learning Center never requires a contract or pre-payment for our services. Any appointment (recurring or one-time) may be cancelled by contacting our office. Your time, as well as ours, is valuable. Therefore, the financially responsible party will be charged for ½ the fee of the missed session, if an appointment is cancelled less than 24 hours prior to the scheduled appointment, regardless of cause. Please note that some students meet with their tutor on days that others might assume the Center would be closed or the tutor would be unavailable. For this reason, we ask that you call to notify us of ALL cancellations, including those due to holidays, school vacations, and/or personal conflicts. Our office will notify students in advance of closings due to holidays or other circumstances. Please call 512-330-9007 for recorded information regarding closings due to inclement weather.

**Conferences:** We appreciate the opportunity to collaborate with parents, teachers, counselors and other professionals and take a team approach to meeting student needs. We are available for conference by request. Austin Learning Center respects the privacy of every student. Our staff and/or representatives will never share information regarding a student, including his or her contact information or academic progress, with another party without written or verbal approval from the student or parent/guardian.

**Payment Policy:** Our payment policy is convenient and hassle-free for our clients. A valid credit card (Visa or MasterCard) must be kept on file to schedule appointments. The party responsible for payment must notify the Austin Learning Center if credit card information changes. There may only be one financially responsible party per student; however, any party can pre-pay towards an account credit if multiple parents/guardians wish to contribute to tutoring fees.

**Westlake Office:** Payment for individual sessions may be made either at the time of service or invoiced monthly. Monthly invoices are sent electronically to the email address on file on or near the 1st day of every month and will reflect all unpaid services provided the previous month. Austin Learning Center will automatically charge any balance on the account on the 15th day of every month to the credit card provided. We ask clients to review the invoice during the 2-week period before the card is charged and contact our office with any questions. Invoices may be paid by check or with a credit card other than the one we have on file, but we must receive an alternate payment by the 10th of the month to prevent overpayment.

**UT Campus Office:** Payment for individual sessions must be made at the time of service via check or the credit card on file. The credit card on file will be automatically charged for any no-show appointments the day of or following the missed appointment.

### Financial Responsibility & Authorization

I assume full financial responsibility for all services rendered at Austin Learning Center for the students on my account who are listed below. *(Student may be the financially responsible party for themselves only if over 18 and possess a Visa or MasterCard in his/her name.)*

Student Name	DOB (MM/DD/YYYY)
_____	_____
_____	_____
_____	_____
_____	_____

By signing below, I accept the aforementioned policies of Austin Learning Center and authorize automatic credit card payment for services rendered. I grant the representatives of Austin Learning Center permission to seek medical care/transportation for the above students and am authorized to do so. I understand that this agreement remains in effect as long as services are provided.

_____	_____	_____
PRINTED NAME	SIGNATURE	DATE

**PLEASE RETURN TO OUR OFFICE OR FAX TO 512-330-9219**