

SEAN STUDIES LLC TERMS AND SERVICES

Your private tutor agrees to:

- *Be on time to all tutoring sessions.* If he or she is more than 10 minutes late to a tutoring session, you will receive a free tutoring session.
- *Attend scheduled tutoring sessions.* If he or she cannot attend a tutoring session, he or she will send you a rescheduling request at least **24 hours** in advance. If he or she requests a rescheduling less than 24 hours in advance, you will receive a free 30 minute tutoring session.
- He or she commits to being prepared to answer **at least the first 10 questions that were input into the study portal 24 hours prior to the session.** These answers will either be given over video chat or written on a document shared with the student.

Package Details:

- You will be provided 1, 5, 10, 20, or 40 sessions depending on the package purchased. The sessions include 60 minutes of online expertise during which you and your tutor will meet via video call. In addition to this, each session comes with 30 minutes of offline expertise during which your tutor will type notes into your the student portal, which will be shared with you in preparation for or during your first session.
- Every student participating in more than 1 session will need to fill out Sean Studies Pre-Enrollment Survey. This should only take 3-5 minutes and will be sent to you by your tutor.
- No other products sold by or distributed by Sean Studies are included in the tutoring packages. Tutoring packages do not include access to any other materials such as our MCAT Lift Off Course.
- If non-AAMC prep companies questions are uploaded, the tutor reserves the right to answer these questions. The tutor also reserves the right to answer any practice questions that do not contain the attached answers and answer explanations.
- You are not guaranteed to get above a certain score. Testimonials on our website do not guarantee that you will have the same testing results. We cannot take responsibility for your study efforts.
- For those who have purchased a 5, 10, or 20 session package, no refund will be provided for any reason after 3 sessions have been completed or after 90 days has passed since the time of purchase (please see the Sean Studies LLC Money-Back Guarantee).
- For those who have purchased a 40 session package, no refund will be provided after 5 sessions have been completed or after 90 days has passed since the time of purchase (please see the Sean Studies LLC Money-Back Guarantee).

- Sean Studies LLC is not responsible for students sharing copyrighted material regardless of the the manner in which or to what extent a this material is shared.
- Rarely, parents would like to inquire regarding the progress of a student. We believe that personal responsibility is key to testing well on the MCAT. To respect the desires of both the student and parents, parents may check in on progress only using email no more than once every two weeks and we kindly ask that the parents/guardian CC their students on this email.
- Emails, text or any other communication outside of tutoring sessions is not required. Your tutor may communicate with you or your parents so their own discretion, but they are not compensated for the time, so please respect your tutor's personal time.

As a student, you agree to:

- *Be on time.* If you are more than 10 minutes late to a tutoring session, your session will be cancelled and will not be made up.
- *Show up.* You may request to reschedule each lesson once. Once the lesson has been moved once, it cannot be rescheduled.
- Rescheduling requests must be made at least **24 hours** in advance. If request are not made at least 24 hours in advance, you will simply have to miss your lesson. Exceptions cannot be made.
- *Take personal responsibility for your MCAT score.* The custom study plan we create for you is designed to push you and be challenging. This plan requires discipline. It is up to you to make the most of the tools we provide.
- *Prepare for each tutoring session.* All questions must be input into the study portal at least 24 hours before the session starts.
- Schedule in a timely manor: Sessions must be scheduled at least 24 hours in advance of their start time.

Sean Studies Elite Tutoring is a consulting service offered by Sean Studies LLC. This service is devoted to maintaining a friendly online community, where members of every background, race, religion, creed, and gender feel relaxed and comfortable. The SEAN STUDIES' community has standards. When anyone uses the SEAN STUDIES' website, located at WWW.SEANSTUDIES.COM, they agree to abide by these standards. To remain a part of this community, every participant must be considerate to others and empathetic to their situations and needs.

Sean Studies – Web Site Terms and Conditions

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Miscellaneous

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Effective Date: August 8, 2018