

# Student Payment Policies

The Nedlof's Team  
July 29, 2020

## It's easy to hire a tutor

Our goal is to make your Nedlof's Virtual College Preparatory Academy experience easy and fair. We want to simplify the process of hiring a tutor, not make it more difficult. By adhering to these five principles, we think Nedlof's Virtual College Preparatory Academy will be a pleasure for you to work with.

- No commitments, no upfront costs
- Lots of payment options
- Simple, transparent transactions
- Good Fit Guarantee
- Unlimited phone and email support

## No commitments, no upfront costs

Whether you need a tutor for the whole school year or just a one-time refresher, you can use Nedlof's Virtual College Preparatory Academy as much or as little as you wish. You pay as you go, and you are only charged once your lesson is complete. There are no upfront costs to use Nedlof's Virtual College Preparatory Academy to search for a tutor, and no upfront commitments. You pay only for the tutoring services you receive, plus a small 9% service fee after each lesson. (If you decide to order a background check on any tutor, that costs \$15.99.)

## Lots of payment options

Nedlof's Virtual College Preparatory Academy accepts all major credit and debit cards including Visa, MasterCard, American Express, and Discover. We also accept PayPal, personal check and money order. With any of the payment options, Nedlof's Virtual College Preparatory Academy has two very important policies.

- **You agree to maintain valid payment information** To ensure that tutors you hire through Nedlof's Virtual College Preparatory Academy ("Nedlof's Virtual College Preparatory Academy tutor") receive their payment after lessons are completed, Nedlof's Virtual College Preparatory Academy requires that you establish a valid form of payment information in your Nedlof's Virtual College Preparatory Academy "Nelnet" account. This could be an active credit/debit card or PayPal account, or a positive amount of tutoring credit which, in addition to the above payment methods, could be purchased by mailing a check or money

order to Nedlof's Virtual College Preparatory Academy's Chicago office. Valid payment information must be in place prior to exchanging phone numbers or scheduling lessons with tutors. No charges are made to your account until a lesson has occurred. Please note that you must maintain valid payment information in your Nedlof's Virtual College Preparatory Academy "Nelnet" account for the duration of the tutoring. If a payment method is removed for any reason, you will be required to enter new billing method before continuing to message tutors or schedule lessons.

- **All payments are processed through the Nedlof's Virtual College Preparatory Academy platform** By using the Nedlof's Virtual College Preparatory Academy website, you are agreeing to make all of your payments to tutors listed on Nedlof's Virtual College Preparatory Academy through the Nedlof's Virtual College Preparatory Academy system. This is true for all payments related to tutoring lessons including any agreed upon travel or other compensation adjustments. Such additional payments should be negotiated between you and the tutor and incorporated into the tutor's hourly rate.

## Simple, transparent transactions

- You receive a confirmation email from Nedlof's Virtual College Preparatory Academy each time a tutor enters a lesson with you. The email shows the lesson start time, end time, subject and total charge. You also have the option of requiring the tutor to include a lesson report with details about each lesson. Any questions with the hours reported should be discussed with the tutor who can then amend the lesson details. Nedlof's Virtual College Preparatory Academy customer support is also available to help resolve discrepancies.
- After the tutor reports the lesson hours, Nedlof's Virtual College Preparatory Academy charges your Nedlof's Virtual College Preparatory Academy account according to the tutor's hourly rate plus a 9% service fee. If the amount of this charge results in a negative balance in your Nedlof's Virtual College Preparatory Academy account, Nedlof's Virtual College Preparatory Academy will charge your preferred payment method and send you an email detailing the transaction.
- Nedlof's Virtual College Preparatory Academy charges a small fee for each lesson. This fee helps us individually vet tutor applications, so we only list tutors with the most experience and subject matter expertise. It also covers services like our US-based support team, which is available to you 6 days a week.
- Unless the tutor first gets your permission to change the hourly rate, you are grandfathered in for three months at the rate that appeared on the tutor's profile when you initially made contact. (Some tutors may want to adjust their hourly rates for things like travel or group lessons, but you'll always be asked to confirm all changes.)
- Tutors have up to seven days to enter lessons after they occur. Lessons entered beyond this one-week window require student confirmation before being processed.

- After adding a credit or debit card, you may see a \$1.11 authentication and immediate reversal on your online statement. This authentication verifies your account but does not charge your credit or debit card.
- If in processing the lesson charge the transaction fails, Nedlof's Virtual College Preparatory Academy will notify you and provide a period of time for you to amend or replace the invalid payment information.
- Remember, when you hire a tutor, you are entering into a business relationship directly with that tutor. Therefore, please consult with your tutor about his or her cancellation policy prior to beginning lessons. Tutors' cancellation policies may also be listed on their profiles. Please note, in some instances, information about cancellation policies included in Tutor's public profile may not be visible to some students who participate in certain programs. Please inquire directly to tutors about any cancellation and no-show policies before scheduling a lesson. Please note further, lesson cancellations are subject to the standard 9% service fee.
- If you are considering hiring a tutor for online tutoring, proofreading or other work, it's important that you have a thorough conversation and reach an agreement with your tutor about the expectations of the cost and work product prior to beginning lessons.

## Good Fit Guarantee

Nedlof's Virtual College Preparatory Academy stands behind our marketplace. If you're not completely satisfied after the first hour of lessons with the tutor you hire, you are entitled to a refund for that hour, plus the 9% service fee. (If you request a refund after receiving more than one hour of tutoring only the first hour will be refunded, plus the 9% service fee.)

## Unlimited phone and email support

Nedlof's Virtual College Preparatory Academy has a staff of dedicated customer support representatives available to assist you and answer any questions that arise on any step of the tutoring process. We want to hear from you, so please don't hesitate to contact our customer support team for any reason. Just call us at toll free at (707) 341-8172 or email us at [y.mccauley@nvccpaonlineschool.org](mailto:y.mccauley@nvccpaonlineschool.org).

These policies may well be subject to change at the discretion of the administration of Nedlof's Virtual College Preparatory Academy.