

INFINITY - THE MATH INSTITUTE

TUTORING PROGRAM

Tutoring Enrollment Agreement, Scheduling, Payment, Cancellation, and Program Policies

Effective Academic Year: 2026-2027

This Tutoring Enrollment Agreement, Scheduling, Payment, Cancellation, and Program Policies document ("Agreement") governs tutoring services provided by Infinity - The Math Institute ("Infinity").

By enrolling a student, purchasing tutoring sessions or a tutoring package, checking an electronic acknowledgment box, submitting payment, or participating in tutoring after receiving these terms, the enrolling parent, legal guardian, or adult student ("Client") acknowledges that the Client has read, understands, and agrees to these terms on behalf of the Client and, when applicable, the enrolled student ("Student").

This Agreement explains the tutoring services Infinity provides, scheduling and payment requirements, cancellation policies, Student and Client responsibilities, and which accommodations Infinity may provide at its discretion.

1. What Is Required and What Is Discretionary

Throughout this Agreement, the words "will" and "shall" describe obligations or standard program features that Infinity agrees to provide, subject to the terms of this Agreement.

The words "may," "can," "generally," "typically," "when available," "at Infinity's discretion," and similar language describe services, accommodations, exceptions, or decisions that are not guaranteed.

Infinity may make reasonable exceptions because of unusual circumstances. An exception does not change the underlying policy, create a right to future exceptions, or require Infinity to provide the same exception in another situation.

PART I. TUTORING SERVICES

2. Program Purpose

Infinity provides individualized and small-group mathematics tutoring designed to strengthen understanding, address academic difficulties, prepare for mathematics courses or examinations, and help Students develop greater mathematical proficiency and confidence.

Tutoring may be provided online or through another format expressly agreed upon by Infinity and the Client.

3. Mathematics Levels and Subjects

Infinity tutoring may include mathematics beginning with foundational or basic mathematics and continuing through middle school, high school, and college-level mathematics.

Tutoring may include, when appropriate:

- Foundations of Middle School Math
- Pre-Algebra
- Algebra 1
- Geometry
- Algebra 2
- Precalculus
- College-level mathematics courses
- GED mathematics preparation
- College entrance examination mathematics preparation

- Praxis mathematics preparation for teachers
- Other mathematics courses, examinations, or academic needs accepted by Infinity

Acceptance of a particular tutoring request depends on instructor availability, subject matter, scheduling, and Infinity's determination that it can reasonably provide the requested assistance.

4. Tutoring Format

A standard tutoring session is 50 minutes.

Tutoring may be provided:

- One-on-one
- With two Students together
- In a small group of three or more Students

The tutoring approach may include direct instruction, guided practice, homework support, test preparation, review of prior concepts, remediation, enrichment, or other appropriate mathematics instruction based on the Student's needs.

PART II. RECURRING SCHEDULE AND RESERVED TIME

5. Recurring Tutoring Schedule

Infinity tutoring is generally designed around a recurring reserved schedule rather than unscheduled, drop-in tutoring.

The Client and Infinity will agree upon a recurring day and time based on Student needs and instructor availability.

Students receiving tutoring twice per week will generally be scheduled on Monday and Wednesday at the same recurring time.

Students receiving tutoring once per week will generally be scheduled on Tuesday or Thursday.

Other arrangements may be made when mutually agreed upon and when scheduling permits.

6. Reserved Tutoring Time

Once a recurring tutoring schedule has been established, Infinity will reserve that tutoring time for the Student while the Student remains continuously active and complies with the renewal requirements in this Agreement.

The recurring time is reserved specifically for the Student or tutoring group and may therefore be unavailable to other Students.

Infinity does not guarantee that a previously released tutoring time will remain available later.

7. Retaining a Recurring Time Slot

A Student purchasing tutoring through an eight-session package may retain the recurring tutoring time by purchasing the next eight-session package before completion of the final session in the current package.

If the next package has not been purchased before the current package is completed, the reserved tutoring time will no longer be guaranteed.

Infinity may release the time to another Student immediately after the current package ends.

If the former Client later wishes to resume tutoring, scheduling will be based on Infinity's then-current availability.

Infinity may restore the former schedule if it remains available, but restoration is not guaranteed.

8. Changes to a Recurring Schedule

A Client may request a different recurring tutoring day or time.

Schedule changes depend on instructor availability and are not guaranteed.

A requested schedule change does not require Infinity to hold both the former and requested tutoring times while the Client decides which schedule to use.

PART III. TUTORING PRICING AND PAYMENT

9. Individual Tutoring

Standard individual tutoring pricing is:

Single Session Rate: \$80 per 50-minute session

or

Eight-Session Package: \$500

The eight-session package provides eight 50-minute individual tutoring sessions.

10. Two-Student Tutoring

When two Students enroll and receive tutoring together, the standard eight-session package price is:

\$350 per Student

Each participating Student must enroll and pay the applicable package price.

The group attendance, cancellation, and changes-in-group-size provisions described in Section 11 also apply to two-Student tutoring arrangements.

11. Groups of Three or More Students

When three or more Students enroll together for the same recurring tutoring group, the standard eight-session package price is:

\$250 per Student

Group pricing assumes that the Students are participating together in the same scheduled tutoring sessions.

Other group arrangements, institutional services, special programs, or customized tutoring arrangements may be quoted separately by Infinity.

Each Student's attendance and cancellation status in a group tutoring arrangement will be determined individually under the cancellation policies in this Agreement. If one Student cancels or misses a scheduled group session, the session may continue as scheduled for the remaining Students. One Student's absence does not create a right for the other Students to a refund, credit, makeup session, or conversion of the group session into individual tutoring.

If the number of Students participating in a tutoring group changes, pricing already paid for the current package will not be retroactively changed. Future tutoring packages may be priced according to the number of Students then participating and Infinity's applicable rates, unless Infinity agrees to another arrangement.

12. Promotional and Special Pricing

Infinity may periodically offer promotional pricing, introductory rates, discount codes, referral offers, scholarships, special packages, or other pricing arrangements.

Promotional offers may have separate eligibility requirements, deadlines, or conditions.

Unless expressly stated otherwise, promotional tutoring remains subject to this Agreement.

13. Payment, Package Renewal, Unused Sessions, and Expiration

Required tutoring payments must be made according to the applicable session, package, or promotional terms.

Tutoring payments, including payments for individual sessions and tutoring packages, are nonrefundable once processed except where a refund is required by applicable law.

Purchase of an eight-session package reserves the Student's recurring tutoring time for the duration of that package, subject to the cancellation and scheduling terms of this Agreement.

To preserve the same recurring tutoring time for the next package, the next eight-session package must be purchased before completion of the final session in the current package.

Failure to renew on time does not prohibit future tutoring but ends Infinity's obligation to continue reserving that particular time slot.

If a Client pauses or discontinues tutoring before using all sessions in a purchased package, the remaining unused sessions will remain available for future tutoring and will not be forfeited merely because the Student temporarily stops attending.

If six consecutive months pass without a completed tutoring session and without substantive communication from the Client to Infinity expressing an intent to continue or resume tutoring, any remaining unused sessions will expire, to the extent permitted by applicable law.

Maintaining unused sessions does not require Infinity to continue holding the Student's former recurring tutoring time during an extended pause or period of inactivity. Infinity may release that time to another Student. If the Client later resumes tutoring, scheduling will be based on Infinity's then-current availability.

PART IV. CANCELLATION AND ATTENDANCE

14. Standard Cancellation Policy

Because recurring tutoring times are reserved specifically for individual Students or groups, cancellations affect Infinity's ability to schedule other Students.

A Client must provide at least 24 hours' notice to cancel a scheduled tutoring session without automatically having the session counted as used, subject to the one-cancellation-per-month limitation described below.

Notice should be provided through a communication method accepted by Infinity.

15. One Excused Cancellation Per Month

A Student may receive one properly noticed cancellation per calendar month without having the canceled session deducted from the Student's purchased sessions.

To qualify:

- Infinity must receive at least 24 hours' notice; and
- The Student must not already have used the monthly excused cancellation for that calendar month.

The excused cancellation does not create a makeup session.

Instead, the canceled tutoring session is skipped and tutoring resumes at the Student's next regularly scheduled tutoring time.

The unused session remains available within the Student's package.

16. Additional Cancellations During the Same Month

Only one properly noticed cancellation per calendar month is excused without using a purchased session.

If the Student cancels another scheduled tutoring session during the same calendar month, that session will be counted as used even if more than 24 hours' notice is provided.

No makeup session is guaranteed for an additional cancellation.

17. Cancellations With Less Than 24 Hours' Notice

A tutoring session canceled with less than 24 hours' notice will be counted as a used session.

This applies even if the Student has not previously used an excused cancellation during that month.

A late cancellation does not create a right to a makeup session.

18. Missed Sessions and No-Shows

If a Student does not attend a scheduled tutoring session and has not provided the required notice, the session will be counted as used.

A missed session or no-show does not create a right to a replacement or makeup session.

19. Discretionary Exceptions

Infinity may choose to make an exception because of extended travel, serious family circumstances, emergencies, unusual hardship, or another situation Infinity determines warrants flexibility.

Any exception is discretionary.

An exception does not permanently modify the cancellation policy, create a right to the same exception in the future, or require Infinity to make the same exception for another Student.

20. Infinity Cancellation

If Infinity is unable to provide a scheduled tutoring session, the Student's purchased session will not be deducted because of Infinity's cancellation.

Infinity may provide a replacement session, reschedule the session, credit the session back to the Student's package, or make another reasonable arrangement.

An Infinity cancellation does not count as the Student's monthly excused cancellation.

PART V. SESSION TIME AND STUDENT PARTICIPATION

21. Student Late Arrival

Each tutoring session has a scheduled beginning and ending time.

If the Student arrives late, the session will still end at the originally scheduled ending time.

For example, a Student who arrives 15 minutes late to a 50-minute tutoring appointment will receive the remaining portion of the scheduled session rather than an additional 15 minutes after the scheduled ending time.

The full scheduled session will be counted as used.

22. Infinity Late Start

If Infinity begins a tutoring session late for reasons attributable to Infinity, the Student will receive the full purchased instructional time unless another mutually acceptable arrangement is made.

23. Student Preparation

Students should arrive prepared for tutoring with any materials reasonably necessary for the planned session.

Depending on the tutoring purpose, these may include:

- Current textbook or course materials
- Homework or assignments
- Study guides
- Previous assessments
- Class notes
- Calculator when appropriate
- Specific questions or topics requiring help

Infinity may also use its own instructional materials when appropriate.

24. Student Conduct

Students are expected to participate respectfully and without conduct that substantially interferes with tutoring.

Prohibited conduct includes harassment, threats, abusive or discriminatory language, intentional disruption, inappropriate material, unauthorized recording, impersonation, or conduct creating a safety or security concern.

Infinity may communicate concerns to a Parent or Client, issue a warning, end a session, restrict participation, or terminate tutoring for serious or repeated misconduct.

A session ended because of serious Student misconduct may be counted as used.

PART VI. ACADEMIC RESPONSIBILITIES AND OUTCOMES

25. Nature of Tutoring

Tutoring is intended to supplement and strengthen the Student's mathematics education.

Infinity may explain concepts, review assignments, teach prerequisite skills, prepare Students for assessments, identify areas of weakness, provide practice, and recommend strategies for improvement.

Infinity does not control the Student's school curriculum, classroom teacher, course grading policies, testing conditions, examination content, or third-party academic requirements.

26. Student Responsibility

Student progress depends substantially on attendance, effort, practice, preparation, completion of assigned work, and implementation of strategies discussed during tutoring.

Tutoring does not replace the Student's responsibility to attend class, complete coursework, study independently, and satisfy requirements established by the Student's school, college, examination provider, or other educational institution.

27. Homework and Assignments

Infinity may assist Students with homework and assignments, but tutoring is intended to support Student learning rather than simply complete assignments for the Student.

Students remain responsible for understanding and submitting their own work and following any academic-honesty requirements established by their school, instructor, examination provider, or educational institution.

28. Test and Examination Preparation

Infinity may provide preparation for examinations including GED mathematics, college entrance mathematics, Praxis mathematics, course examinations, and other mathematics assessments accepted by Infinity.

Test preparation does not guarantee that Infinity has access to the exact questions or content that will appear on a Student's examination.

29. No Guarantee of Academic Outcome

Infinity is committed to providing high-quality tutoring, but Student outcomes depend on many factors outside Infinity's control.

Infinity does not guarantee:

- A particular course grade
- A passing examination score
- A particular GED score
- A particular college entrance examination score
- A particular Praxis score
- Admission to a school, college, university, or program
- Academic credit
- Promotion or graduation
- A particular amount or rate of academic improvement
- Any other educational, professional, or testing outcome

PART VII. TECHNOLOGY, RECORDINGS, AND COURSE MATERIALS

30. Online Tutoring Technology

When tutoring is provided online, the Client is responsible for providing reliable internet access, a suitable device, audio capability, access to the agreed tutoring platform, and any other technology reasonably necessary to participate.

A functioning camera and microphone may be required when appropriate for effective instruction.

Personal technology problems do not automatically extend a tutoring session or excuse a missed appointment, although Infinity may provide a discretionary accommodation when appropriate.

31. Recording of Tutoring Sessions

Infinity may record selected tutoring sessions for educational, training, quality-control, or other legitimate program purposes when appropriate and legally permissible.

Infinity does not guarantee that tutoring sessions will be recorded or that recordings will remain available for any particular period.

Students and Clients may not record, reproduce, publish, livestream, distribute, or share tutoring sessions without Infinity's prior written permission.

32. Infinity Materials

Materials created or provided by Infinity remain Infinity's proprietary intellectual property unless expressly stated otherwise.

This may include:

- Practice problems
- Worksheets

- Study guides
- Explanations and instructional resources
- Videos
- Graphics
- Curriculum materials
- Assessment-preparation materials
- Proprietary teaching methods
- Branded educational materials

Students and Clients may use these materials for the enrolled Student's personal educational purposes.

33. Prohibited Distribution

Without Infinity's prior written permission, Students and Clients may not sell, republish, publicly upload, distribute, reproduce for others, commercially exploit, or use Infinity materials to operate another tutoring, school, course, pod, microschool, or educational business.

Reasonable personal use for the Student's own education is permitted.

PART VIII. ADMINISTRATIVE AND LEGAL TERMS

34. Communication

Clients are responsible for keeping their contact and payment information current.

Infinity may communicate through email, text, telephone, tutoring platform, website account, or other reasonable means.

Clients are responsible for reviewing scheduling, renewal, cancellation, and other communications reasonably sent by Infinity.

35. Discretionary Exceptions and No Waiver

Infinity may make reasonable exceptions because of unusual circumstances.

An exception does not permanently change the applicable policy, create a right to future exceptions, require the same accommodation for another Client or Student, or waive Infinity's right to enforce the original policy later.

Any permanent modification to a Client's contractual obligations must be confirmed in writing by Infinity.

36. Instructor or Schedule Changes

Infinity may change instructors, platforms, or scheduling arrangements when reasonably necessary because of availability, illness, staffing, technology, or program operations.

Infinity will make reasonable efforts to preserve the Student's tutoring continuity.

A recurring tutoring time does not guarantee that a particular instructor will remain available indefinitely.

37. Events Outside Infinity's Reasonable Control

Infinity will not be considered in breach of this Agreement for delays, cancellations, or interruptions caused by circumstances reasonably outside its control, including major technology or internet failures, natural disasters, severe weather, government action, public emergencies, serious illness, power failures, or comparable events.

Infinity will make reasonable efforts to resume tutoring or provide an appropriate substitute arrangement when practical.

38. Suspension or Termination of Tutoring

Infinity may suspend or terminate tutoring because of:

- Repeated nonpayment
- Serious or repeated Student misconduct
- Threatening or abusive Client conduct
- Fraud or misuse of Infinity services or materials
- Repeated violations of scheduling or program policies
- Safety or security concerns
- Other serious violations of this Agreement

Infinity will generally attempt to communicate significant concerns before terminating tutoring unless the seriousness or urgency of the situation requires immediate action.

39. Governing Law

Infinity - The Math Institute is based in Nevada.

To the fullest extent legally permitted, this Agreement is governed by Nevada law, and disputes that may lawfully be required to proceed in Nevada shall be brought in an appropriate Nevada court.

Nothing in this Agreement waives rights that cannot legally be waived under applicable law.

Out-of-state and international Clients remain responsible for determining whether participation is lawful and appropriate where they reside.

40. Limitation of Certain Damages

To the fullest extent permitted by law, Infinity will not be liable for indirect, incidental, special, punitive, exemplary, or consequential damages arising from participation in or inability to participate in tutoring.

This provision does not limit liability where prohibited by law.

41. Severability

If any provision of this Agreement is found invalid or unenforceable, the remaining provisions will remain in effect to the extent legally permitted.

42. Entire Agreement

This Agreement, together with the Student's enrollment information, selected tutoring arrangement, applicable pricing or package selection, and applicable written promotional terms, constitutes the agreement between Infinity and the Client regarding tutoring services.

A specific written promotional or tutoring term controls only the provision it expressly modifies.

Informal conversations or discretionary exceptions do not permanently amend this Agreement.

43. Updates to Policies

Infinity may update tutoring policies for future packages, sessions, or enrollment periods and may make reasonable administrative, scheduling, technological, or operational updates during an active tutoring relationship when necessary for program operation, safety, technology, legal compliance, or educational integrity.

Infinity will not impose a materially different financial obligation without providing any notice or agreement required by applicable law.

PART IX. CLIENT/PARENT/GUARDIAN ACKNOWLEDGMENT

44. Client Acknowledgment

By electronically accepting this Agreement, the Client acknowledges that:

1. The Client has read, understands, and agrees to this Agreement on behalf of the Client and, when applicable, the Student.
2. Standard tutoring sessions are 50 minutes and are generally provided through a recurring reserved schedule.
3. A Student using an eight-session package must purchase the next package before completion of the final session in the current package to retain the recurring tutoring time. If timely renewal does not occur, Infinity may release the time to another Student.
4. The Client understands the applicable tutoring rate or package price and understands that tutoring payments are nonrefundable once processed except where required by applicable law.
5. The Client understands that unused sessions remaining in a tutoring package may be retained during a temporary pause, but that remaining sessions may expire after six consecutive months with no completed tutoring session and no substantive communication with Infinity regarding continuation or resumption, to the extent permitted by applicable law.
6. The Client understands that retaining unused sessions does not require Infinity to hold the Student's former recurring tutoring time during an extended pause or period of inactivity.
7. The Client understands that at least 24 hours' notice is required for an excused cancellation and that only one properly noticed cancellation per calendar month may be made without using a purchased session.
8. The Client understands that an excused cancellation is not rescheduled and that tutoring simply resumes at the next regularly scheduled time.
9. The Client understands that additional cancellations during the same calendar month will count as used sessions even when more than 24 hours' notice is provided.
10. The Client understands that cancellations made with less than 24 hours' notice and missed sessions or no-shows will count as used sessions.
11. The Client understands that Student late arrival does not extend the scheduled ending time of the tutoring session.
12. The Client understands that Infinity may make discretionary exceptions but that an exception does not permanently modify the applicable policy.
13. The Client understands that Infinity does not guarantee any particular academic grade, examination score, admission decision, or other educational outcome.
14. The Client agrees to protect Infinity's proprietary educational materials and not distribute or commercially use them without permission.

The Client acknowledges having had the opportunity to ask questions before purchasing tutoring services.

Electronic Acceptance

Enrollment or purchase of tutoring requires the Client, Parent, legal guardian, or adult Student, as applicable, to affirmatively accept this Agreement through Infinity's online enrollment or payment process.

Infinity - The Math Institute

Math is just counting.