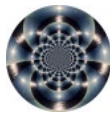
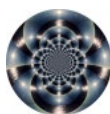


**Nobel Tutoring Service<sup>©</sup>**  
Brochure for the 2020-2021 Season



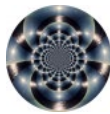
## REVISION HISTORY

<b>Version</b>	<b>Date</b>	<b>Summary</b>
1.0	08/23/2020	Initial release of the 2020-2021 Tutoring Brochure.
1.1	12/27/2020	Updated contact information and availability. Update includes minor changes for clarity.
1.2	02/25/2021	This update includes changes to the 2020-2021 season's duration, tutoring services and availability, and the applicable Terms of Service.
1.3	03/08/2021	This update corrects errors in version 1.2 related to the 2020-2021 season's duration, and includes minor updates for clarity.



## TABLE OF CONTENTS

<b>[1.0] Introduction .....</b>	<b>04</b>
[1.1] About nerdy.nel .....	04
[1.2] About the Nobel Tutoring Service.....	04
<b>[2.0] Changes for the 2020-2021 Season .....</b>	<b>06</b>
<b>[3.0] Tutorial Services .....</b>	<b>07</b>
[3.1] Elementary-Level Services .....	08
[3.2] Intermediate-Level Services.....	09
[3.3] Advanced-Level Services .....	10
[3.4] Free Services .....	10
<b>[4.0] Business Hours and Contact Information .....</b>	<b>11</b>
<b>[5.0] Rates .....</b>	<b>12</b>
[5.1] Elementary-Level Rates .....	12
[5.2] Intermediate-Level Rates .....	13
[5.3] Advanced-Level Rates.....	13
[5.4] Penalties for Nonpayment or No-Show .....	14
<b>[6.0] Terms of Service .....</b>	<b>16</b>
[6.1] Notice of Agreement.....	16
[6.2] Disclaimer .....	16
[6.3] Service Area.....	17
[6.4] Restricted Dates .....	17
[6.5] Minors .....	17
[6.6] Privacy Policy .....	17
[6.7] Tutoring Sessions .....	18
[6.8] Rates .....	19
[6.9] Cancellation Policy.....	22
[6.10] Lateness Policy.....	22
[6.11] No-Show Policy.....	22



## [1.0] Introduction

This brochure describes the **Nobel Tutoring Service**, which provides professional tutoring in the state of New York. It includes information on services, availability, and rates. Please keep in mind that **all services and rates listed in this brochure are subject to the Terms of Service outlined in section [6.0]**. Make sure to read this brochure and the Terms of Service carefully.

### [1.1] About nerdy.nel

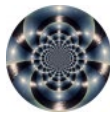
**nerdy.nel**, born and raised in The Bronx, is an Afro-Latino engineer with a lifelong passion for mathematics. He has tutored hundreds of students – from schoolchildren to senior citizens – in both collegiate and independent settings since 2004. He has also received countless recommendations and accolades from tutees, parents, and teachers alike for his work ethic, patience, diligence, and passion in his tutoring.

**nerdy.nel is certified by the National Tutoring Association (NTA) as an Advanced-Level Professional Tutor.** He also has a Master of Engineering degree in Electrical Engineering, a baccalaureate degree in Electronics and Engineering Technology, and seven years of experience in the engineering field.

To learn more about the NTA, visit this link: <https://www.ntatutor.com>.

### [1.2] About the Nobel Tutoring Service

The **Nobel Tutoring Service** (hereafter **Nobel**), founded on January 1<sup>st</sup>, 2016 and originally called the *nerdy.nel Tutoring Service*, is nerdy.nel's brand of professional tutoring – primarily in mathematics and statistics. The name comes from the Nobel Prizes, which represent the highest standard in several fields. Nobel's logo, *Endless*



*Horizons*®, symbolizes the wellspring of unlimited potential that one can harness through tutoring. From its inception through June 26<sup>th</sup>, 2020, Nobel conducted 426 tutoring sessions spanning some 529 hours!

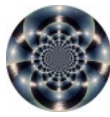
See section [3.0] for more information on the tutorial services Nobel offers.

**The *Nobel Tutoring Service* and all associated elements – including tutorial blog posts and the *Endless Horizons* logo – are © nerdy.nel, 2016-2021. All rights reserved.**

[1.2.1] Vision and Mission

**Vision:** Promoting Intellectual Excellence – the PIE Principle.

**Mission:** Empowering the thinkers of today with the knowledge, education, and confidence necessary to become the doers of tomorrow.



## [2.0] Changes for the 2020-2021 Season

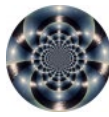
The changes below take effect on **September 6<sup>th</sup>, 2020**. The 2020-2021 season begins on September 6<sup>th</sup>, 2020 and ends on **September 4<sup>th</sup>, 2021**.

### ❖ Changes to Rates and Surcharges

- Nobel will **not** increase rates, except for the mock SAT Math Test (levels 1 and 2), which will now cost \$75 per session.
- Nobel has eliminated **all** surcharges!
- Nobel now charges a \$10 cancellation fee if you cancel less than 24 hours before a scheduled appointment.
- Nobel is introducing tutoring packages! You now have the option to pay a flat rate for a series of tutoring sessions, saving money over individual sessions! See sections [5.0] and [6.7] for more information.
- Nobel has modified the family and loyalty discounts. See section [6.8] for more information.

### ❖ Other Changes

- **Due to the coronavirus pandemic, Nobel has suspended in-person tutoring for the 2020-2021 season.** Nobel offers a virtual tutoring option. See section [3.0] for more information.
- Nobel now offers its services to all residents of New York State.
- Nobel now offers **free** tutoring resources! See section [3.4] for more information.
- Test prep now includes the non-mathematical parts of exams.
- Nobel now offers professional tutoring for Microsoft Word, Excel, and PowerPoint as an Elementary-Level service.
- Nobel has modified its business hours and the Terms of Service. See sections [4.0] and [6.0] for more information.



### [3.0] Tutorial Services

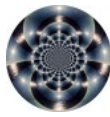
Nobel offers the following tutorial services:

- ❖ **Professional tutoring** for the following:
  - Mathematics and Statistics
  - Microsoft Word, Excel, and PowerPoint
  - **Note:** Nobel has discontinued tutoring in résumé and cover letter writing.
- ❖ **Test prep and mock exams** for the following:
  - New York State math and Regents exams
  - High school and college entrance exams
  - Advanced Placement (AP) exams
  - Graduate Record Exam (GRE)
- ❖ Free tutoring resources

You must book an appointment to receive Nobel's tutorial services. Nobel now offers its tutorial services to residents of all 62 counties in New York State. Nobel prioritizes appointment requests from residents of all 5 boroughs of NYC, New Rochelle, Pelham, Mount Vernon, and Yonkers (collectively, the Primary Service Area). For more information on booking appointments, see section [4.0]. For information on rates and payment methods, see sections [5.0] and [6.8].

#### *In-Person Tutoring*

**Due to the coronavirus pandemic, Nobel has suspended in-person tutoring for the 2020-2021 season.** Nobel will conduct all tutoring sessions virtually.



## *Virtual Tutoring*

Nobel now offers a virtual tutoring option. Nobel uses Cisco WebEx to facilitate secure virtual tutoring sessions. For more information on WebEx, visit this link: <https://www.webex.com>.

**Note:** Nobel aligns its mathematics and statistics tutoring to New York State's *Next Generation* mathematics learning standards. For more information on these standards, visit this link:

<http://www.nysed.gov/common/nysed/files/programs/curriculum-instruction/nys-next-generation-mathematics-p-12-standards.pdf>.

### [3.1] Elementary-Level Services

#### ❖ **Professional tutoring** for the following:

- Mathematics, limited to topics generally taught from pre-K to 8<sup>th</sup> grade
- Statistics, limited to topics generally taught from 6<sup>th</sup> to 8<sup>th</sup> grade
- Microsoft Word, Excel, and PowerPoint

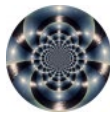
#### ❖ **Test prep** for the following exams:

- New York State math tests, up to 8<sup>th</sup> grade
- Specialized High School Admissions Test (SHSAT)
- High School Placement Test (HSPT)
- Independent School Entrance Exam (ISEE – all levels)
- Secondary School Admission Test (SSAT – all levels)
- Test for Admission into Catholic High Schools (TACHS)

#### ❖ **Mock exams**, limited to:

- Mock New York State math tests, up to 8<sup>th</sup> grade
- Mock SHSAT
- Mock HSPT
- Mock ISEE (all levels)





- Mock SSAT (all levels)
- Mock TACHS

### [3.2] Intermediate-Level Services

#### ❖ **Professional tutoring** for the following:

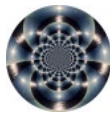
- Mathematics, limited to topics generally taught in high school (9<sup>th</sup> to 12<sup>th</sup> grade), such as:
  - Algebra I and II
  - Geometry
  - Precalculus
- Statistics, limited to topics generally taught in high school (9<sup>th</sup> to 12<sup>th</sup> grade) and in college-level elementary statistics courses

#### ❖ **Test prep** for the following exams:

- Regents exams in Algebra I, Algebra II, and Geometry
- Preliminary Scholastic Assessment Test/National Merit Scholarship Qualifying Test (PSAT/NMSQT)
- Scholastic Assessment Test (SAT)
- American College Test (ACT)
- SAT Math Test – levels 1 and 2
- AP Statistics

#### ❖ **Mock exams**, limited to:

- Mock Regents exams in Algebra I, Algebra II, and Geometry
- Mock PSAT/NMSQT
- Mock SAT
- Mock ACT
- Mock SAT Math Test – levels 1 and 2
- Mock AP Statistics exam

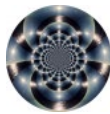


### [3.3] Advanced-Level Services

- ❖ **Professional tutoring** for the following:
  - Mathematics, limited to:
    - AP Calculus AB
    - AP Calculus BC
    - Calculus I and II
    - Calculus-based statistics courses
- ❖ **Test prep** for the following exams:
  - AP Calculus AB
  - AP Calculus BC
  - Graduate Record Exam (GRE)
- ❖ **Mock exams**, limited to:
  - Mock AP Calculus AB exam
  - Mock AP Calculus BC exam
  - Mock GRE

### [3.4] Free Services

- ❖ **Consultations** for prospective tutees via phone, email, or the contact form on the official Web site.



## [4.0] Business Hours and Contact Information

Nobel's business hours for the 2020-2021 season are as follows:

- Tuesday and Wednesday: 6:00 PM to 9:00 PM
  - **Note:** Tutoring on Mondays and Thursdays is no longer available this season.
- Friday: 12:00 PM to 4:00 PM
  - **Note:** Friday hours are available on a biweekly basis only, from September 18<sup>th</sup>, 2020 to June 25<sup>th</sup>, 2021.
- Sunday and select holidays: 11:00 AM to 7:00 PM

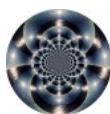
To inquire about Nobel or book an appointment, you may contact Nobel via:

- ❖ Phone: **(929)-35-NOBEL** (929-356-6235),
- ❖ Email: [nobeltutor@nerdynel.me](mailto:nobeltutor@nerdynel.me), or
- ❖ Nobel's official Web site: <https://nerdynel.me/nobeltutoring>

**Note 1:** Restricted dates apply. See section [6.4] for more information.

**Note 2:** Nobel responds to appointment requests on a first-come, first-served basis and will not discriminate between requests made by phone, email, or the official Web site. Nobel will work with your schedule to the fullest extent possible when booking appointments. In case of limited availability, Nobel will prioritize appointment requests from prospective tutees residing in the Primary Service Area.

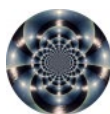
**Note 3:** If you call Nobel and do not receive a response, please make sure to leave a message. To protect against spam and scam calls, Nobel does not respond to callers who fail to leave a message.



## [5.0] Rates

### [5.1] Elementary-Level Rates

Service	Standard Rate, per tutee
[5.1.1] <b>Professional tutoring and test prep</b> services listed in section [3.1]	<b>\$40</b> per hour
[5.1.2a] <b>Mock exam*</b> – SHSAT	<b>\$100</b> per session
[5.1.2b] <b>Mock exam*</b> – HSPT, ISEE, SSAT, and TACHS	<b>\$60</b> per session for primary-level ISEE, <b>\$75</b> per session for elementary SSAT, and <b>\$90</b> per session for all other exams
[5.1.3] <b>NEW! Elementary tutoring packages</b>  Reserve blocks of 5 to 15 tutoring hours. Save approximately 10% over the standard rate!	price ranges from <b>\$180</b> for 5 hours, to <b>\$540</b> for 15 hours
[5.1.4] <b>NEW! Elementary test prep packages*</b>  Package includes two mock exams (one pretest and one posttest) and 5 to 10 tutoring hours. Save approximately 10% over the standard rate!	price ranges from <b>\$360-\$540</b> for SHSAT, <b>\$290-\$470</b> for primary-level ISEE, <b>\$315-\$495</b> for elementary SSAT, and <b>\$340-\$520</b> for all other exams

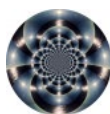


### [5.2] Intermediate-Level Rates

Service	Standard rate, per tutee
[5.2.1] <b>Professional tutoring and test prep</b> services listed in section [3.2]	<b>\$55</b> per hour
[5.2.2a] <b>Mock exam*</b> – New York State Regents exams in Algebra I, Algebra II, and Geometry	<b>\$110</b> per session
[5.2.2b] <b>Mock exam*</b> – PSAT/NMSQT, SAT, ACT, and AP Statistics	<b>\$135</b> per session
[5.2.2c] <b>Mock exam*</b> – SAT Math Test (levels 1 and 2)	<b>\$75</b> per session
[5.2.3] <b>NEW! Intermediate tutoring packages</b>  Reserve blocks of 5 to 15 tutoring hours. Save approximately 10% over the standard rate!	price ranges from <b>\$250</b> for 5 hours, to <b>\$745</b> for 15 hours
[5.2.4] <b>NEW! Intermediate test prep packages*</b>  Package includes two mock exams (one pretest and one posttest) and 5 to 10 tutoring hours. Save approximately 10% over the standard rate!	price ranges from <b>\$445-\$695</b> for Regents exams, <b>\$385-\$630</b> for SAT Math Tests, and <b>\$490-\$740</b> for all other exams

### [5.3] Advanced-Level Rates

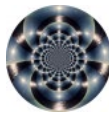
Service	Standard rate, per tutee
[5.3.1] <b>Professional tutoring and test prep</b> services listed in section [3.3]	<b>\$80</b> per hour
[5.3.2a] <b>Mock exam*</b> – AP Calculus AB	<b>\$160</b> per session



Service	Standard rate, per tutee
[5.3.2b] <b>Mock exam*</b> – AP Calculus BC	<b>\$175</b> per session
[5.3.2c] <b>Mock exam*</b> – GRE	<b>\$200</b> per session
[5.3.3] <b>NEW! Advanced tutoring packages</b>  Reserve blocks of 5 to 15 tutoring hours. Save approximately 10% over the standard rate!	price ranges from <b>\$360</b> for 5 hours, to <b>\$1,080</b> for 15 hours
[5.3.4] <b>NEW! Advanced test prep packages*</b>  Package includes two mock exams (one pretest and one posttest) and 5 to 10 tutoring hours. Save approximately 10% over the standard rate!	price ranges from <b>\$650-\$1,010</b> for AP Calculus AB, <b>\$675-\$1,035</b> for AP Calculus BC, and <b>\$720-\$1,080</b> for GRE

#### [5.4] Penalties for Nonpayment or No-Show

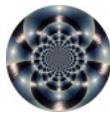
Penalties	
<p>[5.4.1] Nonpayment penalty</p> <p><b>Note:</b> If you make a partial payment, Nobel – at its sole discretion – may waive this penalty, provided you pay the remaining balance within 7 days.</p>	<p><b>First infraction:</b> Tutoring privileges revoked until you pay your balance in full. Must requalify for the loyalty discount from scratch.</p> <p><b>Second infraction:</b> Tutoring privileges revoked until you pay your balance in full plus a 50% penalty. Permanently disqualified from the loyalty discount.</p> <p><b>Third infraction:</b> Tutoring privileges <u>permanently</u> revoked.</p>



Penalties	
[5.4.2] No-show penalty	<b>First no-show:</b> Tutoring privileges revoked for 10 days. Must requalify for the loyalty discount from scratch.
<b>Note:</b> If you no-show due to an emergency, Nobel – at its sole discretion – may waive this penalty.	<b>Second no-show:</b> Tutoring privileges revoked for 30 days. Permanently disqualified from the loyalty discount.
	<b>Third no-show:</b> Tutoring privileges <u>permanently</u> revoked.

**Note:** Nobel accepts various forms of payment. In addition, Nobel offers two types of special discounts – a family discount and a loyalty discount. See section [6.8] for more information on rates, billing, discounts, and payment methods.

**\*Due to the coronavirus pandemic, Nobel will administer virtual mock exams on a one-on-one basis only.**



## [6.0] Terms of Service

### Nobel Tutoring Service

#### TERMS OF SERVICE

version 6.2, effective March 8<sup>th</sup>, 2021

#### [6.1] Notice of Agreement

**By booking a tutoring session with the Nobel Tutoring Service (“Nobel”), you accept and agree to the Terms of Service (“Terms”) in their entirety. You shall observe the Terms while receiving Nobel’s services. If you do not agree with the Terms, you should not book tutoring sessions with Nobel.**

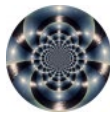
**Note:** Nobel reserves the right to change the Terms at any time, with or without advance notification. If Nobel changes the Terms, a summary of the changes will appear on the official Web site, and a new version number and effective date will appear at the top of this section.

#### [6.2] Disclaimer

Nobel’s goal in every tutoring session is to equip tutees with a greater understanding of topics tutored and the tools needed to excel. However, please note the following:

- ❖ **Nobel will not do your homework, exams, projects, or other assignments – in full or in part – for you during tutoring sessions!**
- ❖ Nobel cannot guarantee that a session – or series of sessions – will improve academic performance or understanding of the topics tutored, and
- ❖ Success in past sessions does not guarantee success in future sessions.





### [6.3] Service Area

Nobel's service area now includes all 62 counties in New York State. Nobel prioritizes appointment requests from residents in the Primary Service Area (all 5 boroughs of NYC, New Rochelle, Pelham, Mount Vernon, and Yonkers).

### [6.4] Restricted Dates

Nobel's services are unavailable on restricted dates, which include the following holidays: Labor Day, Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, and Memorial Day. **Due to scheduling issues beyond Nobel's control, services may not be available on certain dates between June 7<sup>th</sup>, 2021 and September 4<sup>th</sup>, 2021.** Additional restricted dates may apply. Nobel lists restricted dates on its official Web site. Restricted dates are subject to change with or without advance notification.

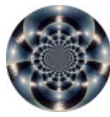
### [6.5] Minors

All persons 16 years old or younger **must** receive permission from at least one parent or guardian to book a session with Nobel. Parents and guardians are responsible for all charges incurred by minors. Unless otherwise stated, the Terms shall apply to both adults and minors.

### [6.6] Privacy Policy

Nobel may collect basic personal information about you, such as your name, phone number, email address, and grade level. Nobel uses this information solely to:

- ❖ Respond to appointment requests, inquiries, or feedback,
- ❖ Book and confirm a tutoring appointment, or



- ❖ Process a bill for tutorial services rendered.

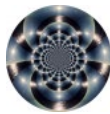
Nobel keeps this information confidential and will not disclose it unless you authorize such disclosure, or it is required for legal reasons.

**Note:** The only information Nobel collects from minors is name and grade level.

### [6.7] Tutoring Sessions

To book an appointment, you may contact Nobel using any of the methods listed in section [4.0] of this brochure. Please note the following:

- ❖ You must make your request at least **24 hours** in advance.
- ❖ Nobel responds to appointment requests on a first-come, first-served basis.
- ❖ Appointments are not official until Nobel confirms the date and time.
- ❖ Nobel will **not** grant appointments to minors unless authorized by at least one parent or guardian.
- ❖ Nobel reserves the right to refuse **any** appointment request.
- ❖ Nobel reserves the right to end any session early; virtual tutoring sessions may end up to 5 minutes early to allow Nobel to prepare WebEx for the next tutoring session.
- ❖ You may request an extended session if time allows. Nobel grants extensions on a case-by-case basis.
- ❖ If you behave disruptively during any session, Nobel will cancel the session and any applicable discounts. You are responsible for the **full** cost of the session. Nobel reserves the right to permanently revoke tutoring privileges to excessively disruptive tutees.
- ❖ During mock exams, if you cheat or otherwise disobey the exam rules, Nobel will cancel the exam, your results, and any applicable discounts. You are responsible for the **full** cost of the mock exam.



### [6.7.1] Tutoring Packages

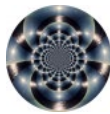
Nobel's **professional tutoring** packages allow you to reserve blocks of 5 to 15 tutoring hours for a discounted rate. Nobel's **test prep** packages, also offered for a discounted rate, include two mock exams – one pretest and one posttest – and a block of 5 to 10 tutoring hours between the mock exams. Please note the following:

- ❖ For the 2020-2021 season, all packages are available until **April 4<sup>th</sup>, 2021**.
- ❖ For test prep packages, you must take the pretest before redeeming any tutoring hours.
- ❖ When you reserve a block of tutoring hours, you have that many weeks to use them. For example, if you reserve a block of 10 tutoring hours, you must use them within 10 weeks.
  - You can redeem up to 2 tutoring hours per day, up to a maximum of 4 tutoring hours per week, subject to Nobel's availability.
  - Unused hours are forfeited without refund.

### [6.8] Rates

Standard rates apply to one-on-one sessions and most group sessions. Please note the following:

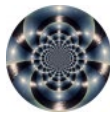
- ❖ In a group session, each group member is responsible for his or her own charges, unless the group unanimously designates specific payees.
- ❖ Up to 5 people may participate in a group session.
- ❖ The **family discount** applies when two or more **related** tutees enroll in a group session for the same subject matter.



- The family discount for professional tutoring, test prep, and mock exams is \$5 off the standard rate; the family discount for tutoring packages is 5% off the standard rate, rounded to the nearest \$5.
  - Married couples, step relatives, foster relatives, and adoptees are eligible for this discount; however, godparents and godchildren are not.
  - **Note:** If a group consists of relatives and nonrelatives, then all group members must pay the standard rate. Nobel reserves the right to request proof of relationship before applying the family discount.
- ❖ To qualify for the **loyalty discount**, you must complete at least 30 tutoring sessions by the end of the 2020-2021 season, which begins on September 6<sup>th</sup>, 2020 and ends on September 4<sup>th</sup>, 2021.
- The loyalty discount for professional tutoring, test prep, mock exams, and tutoring packages is 15% off the standard rate, rounded to the nearest \$5.
  - A professional tutoring or test prep session is considered complete if it is at least 45 minutes long and paid in full; a mock exam is considered complete if you complete the exam and pay for it in full.
  - Sessions completed during the preceding season (September 1<sup>st</sup>, 2019 through September 4<sup>th</sup>, 2020) count toward the 30 sessions.
  - The family and loyalty discounts are **not** cumulative – tutees eligible for both discounts will only receive the loyalty discount.
  - **Note:** If you fail to pay for a session, or no-show a session, you must requalify. Repeated infractions result in permanent disqualification.
- ❖ Rates for mock exams include both exam administration and exam results. Nobel will provide your mock exam results within 7 days of taking the exam.

### [6.8.1] Billing

Nobel calculates your bill for professional tutoring and test prep sessions by multiplying the appropriate hourly rate by the session time (measured in hours or



parts thereof, as appropriate), and rounding **up** to the nearest \$5. A flat rate applies for mock exams and tutoring packages.

**Note:** With the exception of Nobel's promotions or offers, Nobel will **not** provide tutorial services for less than the rates listed in section [5.0] of this brochure.

#### [6.8.2] Payment Policy

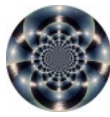
You must pay for professional tutoring, test prep, and mock exams by the end of the session. However, tutoring packages must be paid in advance. Nobel accepts the following payment methods:

- Debit, credit, or prepaid cards (VISA, MasterCard, American Express, Discover, JCB, and UnionPay only)
- Apple Pay, Google Pay, and other tap-and-go payment methods compatible with Square Point-of-Sale
- Cash App ([https://cash.me/\\$nerdynel](https://cash.me/$nerdynel))
- PayPal (<https://paypal.me/nerdynel>)

Nobel accepts split payments; you may split your payment between multiple valid forms of payment in the same transaction.

**Note 1: Due to the coronavirus pandemic, Nobel is not accepting cash payments this season.**

**Note 2:** If you fail to pay your bill, Nobel may assess a nonpayment penalty in accordance with section [5.4.1] of this brochure.



### [6.8.3] Refund Policy

Almost all charges are nonrefundable. However, Nobel – at its sole discretion – may provide a partial refund for unused hours in tutoring packages if they weren't used due to emergencies. The maximum possible refund is 20% of the cost of the package.

### [6.9] Cancellation Policy

You may cancel an appointment by contacting Nobel at any time before your scheduled appointment. There is no cancellation fee if you cancel at least 24 hours before your scheduled appointment. Otherwise, a \$10 cancellation fee applies.

**Note:** If Nobel cancels or reschedules an appointment (e.g., due to an emergency), Nobel will notify you and no charges or fees will apply.

### [6.10] Lateness Policy

You must contact Nobel if you expect to be late to a scheduled tutoring session. If you do not, you will be responsible for charges incurred from the **scheduled** start time. Nobel will **not** extend the session to make up for the session time lost.

### [6.11] No-Show Policy

Nobel considers you a no-show if you fail to attend a tutoring session without first canceling the session. A 20-minute grace period applies before Nobel cancels the session and declares you a no-show. If you no-show a session, Nobel may assess a no-show penalty in accordance with section [5.4.2] of this brochure.