



Nobel Tutoring Service[©]

2021-2022 school year brochure



REVISION HISTORY

Version	Date	Summary
1.0	08/22/2021	Initial release of the 2021-2022 school year brochure.
2.0	11/07/2021	Effective November 7 th , 2021: <ul style="list-style-type: none">❖ Rates for in-person tutoring sessions are no longer doubled. In-person tutoring sessions are available on Sundays only (excluding holidays), and a \$15 travel surcharge will apply. See sections [3.0], [4.0], and [6.6] for more information.❖ Tutorial packages are now available through December 30th, 2021.❖ The loyalty discount now reflects rounding to the nearest cent instead of the nearest \$5.
3.0	11/28/2021	This update adds a link to Nobel's Facebook page and includes document-wide clarifications. Effective November 28 th , 2021: <ul style="list-style-type: none">❖ Nobel has removed all references to the SAT Math Test (levels 1 and 2) since these exams have been discontinued.❖ For Professional Tutoring bundles, you can now reserve a maximum of 15 hours instead of 20.❖ The group discount now reflects rounding to the nearest cent instead of the nearest \$5.❖ The loyalty discount and group discount are no longer combinable.



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[1.0] Introduction

The **Nobel Tutoring Service** (hereafter **Nobel**) provides professional tutoring in the state of New York. This brochure includes information on Nobel’s tutorial services, availability, and rates. Please keep in mind that **all services and rates described 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 Nobel’s Founder

Nelson, a.k.a. “nerdy.nel”, is Nobel’s founder. Born and raised in The Bronx, Nelson is an engineer with a lifelong passion for mathematics. He has tutored hundreds of students – from schoolchildren to senior citizens – in collegiate, independent, and virtual settings since 2004. He has also received countless recommendations and accolades from tutees, parents, teachers, and professors for his work ethic, patience, diligence, and passion in his tutoring.

Nelson 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 8 years of experience in the engineering field.

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

[1.2] About Nobel

Founded on January 1st, 2016 and originally called the *nerdy.nel Tutoring Service*, Nobel is Nelson’s brand of professional tutoring – primarily in mathematics and statistics. The name is inspired by 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 25th, 2021, Nobel conducted 659 tutoring sessions spanning over 765 hours!

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

The *Nobel Tutoring Service* and all associated elements – including the *Endless Horizons* logo – are © Nelson a.k.a. “nerdy.nel”, 2016-2022. 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 2021-2022 School Year

The changes below take effect on **September 5th, 2021**. With respect to Nobel's tutorial services, the 2021-2022 school year begins on September 5th, 2021 and ends on September 3rd, 2022.

❖ Changes to Rates and Fees

- There are now two pricing tiers – Primary and Advanced – instead of three. In addition, Nobel now charges different rates for Professional Tutoring services and Professional Test Prep services.
- Nobel has revised its tutorial bundles and packages for the 2021-2022 school year. See sections [5.0] and [6.6] for more information.
- A 4% payment surcharge now applies for payments made via PayPal or Square Point-of-Sale (this includes debit and credit card payments).
- Nobel now offers a discount for group tutoring sessions! The group discount is 25% off the standard rate.
- Nobel has modified the requirements for the loyalty discount. See section [6.7.1] for more information.
- The cancellation fee for tutoring sessions canceled less than 24 hours in advance is now \$25.

❖ Other Changes

- Nobel now accepts Zelle payments!
- Nobel has modified the nonpayment and no-show penalties. See sections [6.7.2] and [6.10] for more information.
- Nobel is resuming in-person tutoring. A \$15 travel surcharge will apply. See sections [3.0], [4.0], and [6.6] for more information.
- Nobel no longer offers test prep or mock exams for the SAT Math Test (levels 1 and 2) since these tests have been discontinued.
- To increase availability, Nobel has revised its Professional Tutoring bundles – you can now reserve a maximum of 15 hours instead of 20.



[3.0] Tutorial Services

Nobel offers the following tutorial services:

- ❖ **Professional Tutoring** – services include classwork review, homework help, topic mastery, and practice problems for the following:
 - *Mathematics* – all levels up to Calculus II
 - *Statistics* – all levels up to college-level statistics
 - Microsoft Word, Excel, and PowerPoint
- ❖ **Professional Test Prep** – services include test-taking strategies, sample test problems, and mock exams (including score reports) for the following:
 - New York State math and Regents exams
 - High school and college entrance exams
 - Advanced Placement (AP) exams
 - Graduate Record Exam (GRE)

Nobel offers in-person tutoring to residents of all 5 boroughs of New York City (NYC), New Rochelle, Pelham, Mount Vernon, and Yonkers – collectively, the Primary Service Area. Nobel offers virtual tutoring to residents of all 62 counties of New York State. You must book an appointment to receive Nobel’s tutorial services. For more information on booking appointments, see section [4.0]. For information on rates, acceptable payment methods, and billing, see sections [5.0] and [6.7].

In-Person Tutoring

Nobel now offers in-person tutoring on Sundays only (except holidays). Tutees – and all household members, for sessions held in tutees’ homes – must provide proof of COVID-19 vaccination to confirm an in-person tutoring session. Nobel accepts CDC vaccination cards and the New York State Excelsior Pass as proof. Additionally, all



such individuals cannot be sick with any communicable illness. Tutees who cannot meet these requirements must book a virtual tutoring session instead.

Note 1: A \$15 travel surcharge applies to all in-person tutoring sessions.

Note 2: If Nobel determines that the travel time required to facilitate an in-person tutoring session is excessive, you must book a virtual tutoring session instead.

Virtual Tutoring

Nobel uses Cisco WebEx to facilitate secure virtual tutoring sessions. When booking a virtual tutoring session, Nobel will text or email you a link that allows you to log in to the session. For more information on WebEx, visit <https://www.webex.com>.

Note: Nobel aligns its tutoring to New York State's *Next Generation* mathematics learning standards. For more information on these standards, visit <http://www.nysed.gov/common/nysed/files/programs/curriculum-instruction/nys-next-generation-mathematics-p-12-standards.pdf>.

[3.1] Primary Tutorial Services

❖ **Professional Tutoring**, limited to:

- Mathematics topics generally taught from pre-K to 12th grade, **except** Calculus and AP Calculus AB or BC
- Statistics topics generally taught from 6th to 12th grade, **except** AP Statistics
- Microsoft Word, Excel, and PowerPoint

❖ **Professional Test Prep**, limited to:

- *Group 1*
 - New York State math tests, up to 8th 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)
- Regents exams in Algebra I, Algebra II, and Geometry
- *Group 2*
 - Preliminary Scholastic Assessment Test/National Merit Scholarship Qualifying Test (PSAT/NMSQT) and PSAT 10
 - Scholastic Assessment Test (SAT)
 - American College Test (ACT)

[3.2] Advanced Tutorial Services

❖ **Professional Tutoring**, limited to:

- AP courses – Calculus AB, Calculus BC, and Statistics
- Calculus I and II
- College-level statistics courses

❖ **Professional Test Prep**, limited to:

- AP exams – Calculus AB, Calculus BC, and Statistics
- Graduate Record Exam (GRE)



[4.0] Business Hours and Contact Information

Nobel’s business hours for the 2021-2022 school year are as follows:

- ❖ ***Virtual Tutoring Only***
 - Monday through Thursday: 6:00 PM to 9:00 PM
 - Holidays: 12:00 PM to 8:00 PM
- ❖ ***In-Person and Virtual Tutoring***
 - Sundays (except holidays): 12:00 PM to 8:00 PM

For a free consultation, or to book an appointment, you may contact Nobel via:

- ❖ Phone: **(929)-35-NOBEL** (929-356-6235),
- ❖ Email: nobeltutor@nerdynel.me,
- ❖ Nobel’s official Web site: <https://nerdynel.me/nobeltutoring>, or
- ❖ Facebook: <https://www.facebook.com/nobeltutoringservice>

Professional Tutoring and Professional Test Prep sessions are typically one hour (60 minutes) long. However, Nobel may allow you to book sessions as short as half an hour (30 minutes) or as long as two hours (120 minutes) in limited circumstances.

Mock exams require a specific time commitment, depending on the exam. The table below shows the estimated time limit, in minutes, for each mock exam; these limits are based on the maximum time typically allotted for the actual tests.

Mock Exam	Estimated Time (minutes)
New York State math tests	180
Specialized High School Admission Test (SHSAT)	180
High School Placement Test (HSPT)	150



Mock Exam	Estimated Time (minutes)
Independent School Entrance Exam (ISEE)	Lower: 140 Middle/Upper: 160
Secondary School Admission Test (SSAT)	Elementary: 110 Middle/Upper: 170
Test for Admission into Catholic High Schools (TACHS)	140
Regents exams in Algebra I, Algebra II, and Geometry	180
Preliminary Scholastic Assessment Test/National Merit Scholarship Qualifying Test (PSAT/NMSQT) and PSAT 10	165
Scholastic Assessment Test (SAT)	180
American College Test (ACT)	Standard ACT: 175 ACT plus Writing: 215
Advanced Placement (AP) Calculus AB	195
Advanced Placement (AP) Calculus BC	195
Advanced Placement (AP) Statistics	180
Graduate Record Exam (GRE)	225

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

Note 2: Nobel will not discriminate between appointment requests made by the methods described earlier. Nobel will work with your schedule when booking appointments.

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

Note 4: Nobel cannot guarantee availability of in-person tutoring sessions. If an in-person session is not available, you may book – or Nobel may substitute – a virtual tutoring session instead.

Note 5: Mock exam appointments include an additional 10-15 minutes for explaining the applicable rules, taking breaks (subject to exam rules), and distributing and collecting testing materials.



[5.0] Rates and Payment Methods

Nobel accepts the following payment methods:

- ❖ Zelle (send payments to **nobeltutor@nerdynel.me**)
- ❖ Cash App ([https://cash.me/\\$nerdynel](https://cash.me/$nerdynel))
- ❖ PayPal (<https://paypal.me/nerdynel>) – 4% payment surcharge applies
- ❖ Square Point-of-Sale – 4% payment surcharge applies
 - Debit cards, credit cards, and prepaid cards (**Chip cards only** – VISA, MasterCard, Discover, and American Express accepted)
 - Contactless cards, Apple Pay, and Google Pay
- ❖ Cash (in-person sessions only)

[5.1] Professional Tutoring Rates

Service	Standard Rate
Primary Professional Tutoring services listed in section [3.1]	\$50 per hour
Advanced Professional Tutoring services listed in section [3.2]	\$80 per hour
Professional Tutoring bundles These bundles, available for purchase until May 19th, 2022 , allow you to reserve 5 to 15 tutoring hours for Professional Tutoring services. Limit two tutoring hours per week. Save approximately 15%!	\$215 and up for primary tutorial services \$340 and up for advanced tutorial services
Nobel Tutorial Package This exclusive package, available for purchase until December 30th, 2021 , allows you to reserve Professional Tutoring services for the entire school year. Limit 4 tutoring hours per week through June 30 th , 2022. Save approximately 25-30%!	Contact Nobel for detailed pricing information.



[5.2] Professional Test Prep Rates

Service	Standard Rate
<p><i>Primary</i> Professional Test Prep services listed in section [3.1]</p>	<p>\$60 per hour for tutoring</p> <p>\$100 per session for mock exams in Group 1</p> <p>\$125 per session for mock exams in Group 2</p>
<p><i>Advanced</i> Professional Test Prep services listed in section [3.2]</p>	<p>\$90 per hour for tutoring</p> <p>\$175 per session for mock exams</p>
<p><i>Professional Test Prep bundles</i></p> <p>These bundles, available for purchase until May 19th, 2022, allow you to reserve two mock exams – one pretest and one posttest – and 5 to 10 tutoring hours for test prep. Limit two tutoring hours per week. Save approximately 15%!</p>	<p>\$425 and up for Group 1 primary test prep services</p> <p>\$470 and up for Group 2 primary test prep services</p> <p>\$680 and up for advanced test prep services</p>
<p><i>Nobel Omnibus Package</i></p> <p>This exclusive package, available for purchase until December 30th, 2021, allows you to reserve Professional Tutoring <i>and</i> Professional Test Prep services for the entire school year. Limit 4 tutoring hours per week and two mock exams per month through June 30th, 2022. Save approximately 25-30%!</p>	<p>Contact Nobel for detailed pricing information.</p>



[5.3] Group Tutoring Rates

Nobel allows groups of two to 5 tutees to participate in a group tutoring session. Each group member pays a special group rate as shown below; the group rate is 25% off the standard rate.

Service	Group Rate
<i>Primary</i> Professional Tutoring services listed in section [3.1]	\$37⁵⁰ per hour, per tutee
<i>Primary</i> Professional Test Prep services listed in section [3.1]	\$45 per hour, per tutee, for tutoring
	\$75 per session, per tutee, for mock exams in Group 1
<i>Advanced</i> Professional Tutoring services listed in section [3.2]	\$93⁷⁵ per session, per tutee, for mock exams in Group 2
<i>Advanced</i> Professional Test Prep services listed in section [3.2]	\$60 per hour, per tutee
<i>Advanced</i> Professional Test Prep services listed in section [3.2]	\$67⁵⁰ per hour, per tutee, for tutoring
	\$131²⁵ per session, per tutee, for mock exams



[6.0] Terms of Service

Nobel Tutoring Service

TERMS OF SERVICE

version 7.2, effective November 28th, 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 must abide by the Terms while receiving Nobel’s services. This version of the Terms, version 7.2, supersedes all preceding versions.

Note: Nobel reserves the right to change the Terms at any time, with or without advance notification.

[6.2] Disclaimer

Nobel’s goal in every tutoring session is to equip tutees with a greater understanding of the topics tutored, enabling superior academic performance. 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 includes all 62 counties in New York State. However, please note that Nobel only provides in-person tutoring to residents in the Primary Service Area (all 5 boroughs of NYC, New Rochelle, Pelham, Mount Vernon, and Yonkers), and only if the travel time required is not excessive as determined solely by Nobel.

[6.4] Restricted Dates

Nobel's services are unavailable on restricted dates, which include the following holidays:

- ❖ **Labor Day** – September 6th, 2021
- ❖ **Thanksgiving** – November 25th, 2021
- ❖ **Christmas Eve and Christmas Day** – December 24th – 25th, 2021
- ❖ **New Year's Eve and New Year's Day** – December 31st, 2021 and January 1st, 2022
- ❖ **Memorial Day** – May 30th, 2022
- ❖ **Juneteenth** – June 19th, 2022
- ❖ **Independence Day** – July 4th, 2022

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] 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.

[6.6] 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 appointment request at least **24 hours** in advance of the proposed tutoring date.
 - **Note 1:** All prospective tutees who are 16 years old or younger must receive permission from at least one parent or guardian to book a session with Nobel. For these sessions, parents or guardians are responsible for paying the bill.
 - **Note 2:** Nobel will only book group tutoring sessions with tutees requesting an appointment for the same subject matter or, for test prep and mock exams, the same exam.
- ❖ Nobel responds to appointment requests on a first come, first served basis.
- ❖ Appointments are not official until Nobel confirms the date and time (and for in-person sessions, the tutoring venue and COVID-19 vaccination status). **All appointment requests are subject to Nobel's approval.**
 - **Note:** Nobel reserves the right to refuse any appointment request.
- ❖ Nobel reserves the right to end any session early.
- ❖ Tutees may request an extended session if time allows. Nobel grants extensions on a case-by-case basis.



- ❖ If you behave disruptively during a tutoring session, Nobel will cancel the session and any applicable discounts. You are responsible for the **full** (undiscounted) 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** (undiscounted) cost of the mock exam.
- ❖ Nobel is not responsible for technical issues that may arise during virtual tutoring sessions, such as issues with Cisco WebEx or internet connectivity.

[6.6.1] One-on-One Tutoring Bundles

Nobel offers Professional Tutoring and Professional Test Prep bundles with a built-in discount of 15% off standard rates, rounded up to the nearest \$5. Professional Tutoring bundles include 5 to 15 tutoring hours, while Professional Test Prep bundles include two mock exams (one pretest and one posttest) and 5 to 10 tutoring hours for test prep. The following rules apply to bundles:

- ❖ For the 2021-2022 school year, bundles are available for purchase until **May 19th, 2022**.
- ❖ Bundles are not available for group tutoring sessions.
- ❖ Tutoring hours or mock exams reserved as part of any bundle are valid for redemption until September 3rd, 2022.
 - You can redeem up to two 1-hour sessions or one 2-hour session per week, subject to Nobel's availability.
 - For Professional Test Prep bundles, you must take the pretest before redeeming any tutoring hours.
 - Unused tutoring hours and mock exams are forfeited without refund.
- ❖ You cannot purchase a new bundle if you have unused tutoring hours or mock exams from an existing bundle.



[6.6.2] One-on-One Tutoring Packages

Nobel offers two exclusive packages – the Nobel Tutorial Package and the Nobel Omnibus Package. Each package includes a built-in discount of 30% off standard rates, rounded up to the nearest \$5, when purchased before September 30th, 2021; after this date, the discount reduces to 25% off standard rates, rounded up to the nearest \$5. The Nobel Tutorial Package includes Professional Tutoring services for the entire school year, while the Nobel Omnibus Package includes both Professional Tutoring *and* Professional Test Prep services for the entire school year. Both packages allow you to reserve tutoring sessions every week through June 30th, 2022. The following rules apply to packages:

- ❖ For the 2021-2022 school year, packages are available for purchase until **December 30th, 2021**.
- ❖ Packages are not available for group tutoring sessions.
- ❖ ***Nobel Tutorial Package***
 - You can customize this package with a fixed number of weekly tutoring hours (up to 4).
 - **Note:** You cannot redeem more than two tutoring hours per day.
- ❖ ***Nobel Omnibus Package***
 - You can customize this package with a fixed number of weekly tutoring hours (up to 4) *and* a fixed number of monthly mock exams (up to two).
 - **Note:** You cannot redeem more than two tutoring hours, or more than one mock exam, per day.
- ❖ For all packages, unused tutoring hours in a given week and unused mock exams in a given month do not roll over – they are forfeited without refund.



[6.7] Billing

Nobel calculates your bill for tutorial services according to the following table.

Services	Bill Calculation
Professional Tutoring and Professional Test Prep sessions	Applicable hourly rate times session time, in hours Note: Nobel prorates partial hours, then rounds up to the nearest dollar.
Mock exams	Applicable flat rate
Professional Tutoring bundles	Applicable hourly rate times hours purchased times 0.85, rounded up to the nearest \$5
Professional Test Prep bundles	Applicable hourly rate times hours purchased – plus the cost of two mock exams – times 0.85, rounded up to the nearest \$5
Nobel Tutorial Package	Applicable hourly rate times weekly hours purchased times X times Y, rounded up to the nearest \$5 <i>Packages purchased by September 30th, 2021: X = 40 and Y = 0.70</i> <i>Packages purchased after September 30th, 2021: X = 26-39 (depending on week of purchase) and Y = 0.75</i>
Nobel Omnibus Package	Applicable hourly rate times weekly hours purchased times X – plus the cost of all mock exams purchased – times Y, rounded up to the nearest \$5 <i>Packages purchased by September 30th, 2021: X = 40 and Y = 0.70</i> <i>Packages purchased after September 30th, 2021: X = 26-39 (depending on week of purchase) and Y = 0.75</i>

Bills for Professional Tutoring sessions, Professional Test Prep sessions, and mock exams must be paid by the end of the session. However, you must pay for bundles



and packages in advance. Nobel accepts all payment methods listed in section [5.0] of this brochure. Please note that a \$15 travel surcharge applies for all in-person tutoring sessions, and a 4% payment surcharge applies to PayPal and Square Point-of-Sale transactions, which include debit, credit, and prepaid card payments. Nobel accepts split payments – you may split your payment between multiple valid forms of payment in the same transaction.

Note 1: All charges and surcharges are **nonrefundable**.

Note 2: Except for Nobel’s promotions or offers, Nobel will **not** provide tutorial services for less than the rates listed in section [5.0] of this brochure.

Note 3: In a group tutoring session, each group member is responsible for their own bill, unless the group unanimously designates specific payees.

[6.7.1] Loyalty Discount

To qualify for the loyalty discount, you must have completed at least 10 tutoring sessions during the preceding school year (September 6th, 2020 to September 4th, 2021), **and** you must complete at least 25 tutoring sessions during the 2021-2022 school year. (The 2021-2022 school year begins on September 5th, 2021 and ends on September 3rd, 2022.)

If you meet these requirements, your loyalty discount will take effect during the 2022-2023 school year, which begins on September 4th, 2022.

The loyalty discount is 15% off standard rates. It applies to most tutorial services – including bundles and packages – but **not** group tutoring sessions.

To maintain the loyalty discount beyond the 2022-2023 school year, you must:



- ❖ Complete at least 10 tutoring sessions during that school year, or
- ❖ Refer a friend or family member to Nobel. That person must then complete at least 10 tutoring sessions during that school year.

Note: Professional Tutoring or Professional Test Prep sessions less than 30 minutes long, or sessions that aren't paid in full, do **not** count as completed sessions.

[6.7.2] Nonpayment Policy

If you fail to pay your bill, Nobel will assess a nonpayment penalty, as follows:

- ❖ **First infraction:** Tutoring privileges revoked until you pay your balance in full. You must requalify for the loyalty discount from scratch.
- ❖ **Second infraction:** Tutoring privileges revoked until you pay your balance in full plus a 50% penalty, rounded up to the nearest \$5. You cannot qualify for the loyalty discount.
- ❖ **Third infraction:** Tutoring privileges **permanently** revoked.

Note: If you make a partial payment, Nobel – at its sole discretion – may waive this penalty, provided you pay the remaining balance within 7 days.

[6.8] Lateness Policy

You must contact Nobel if you expect to be late to a scheduled tutoring session. Otherwise, you may be subject to the no-show penalties described in section [6.10]. You are responsible for charges incurred from the **scheduled** start time, and Nobel will **not** extend the session to make up for the session time lost.



[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 \$25 cancellation fee applies.

Note: If Nobel cancels or reschedules an appointment, Nobel will notify you and no charges or fees will apply.

[6.10] No-Show Policy

If you fail to attend a scheduled tutoring session without first canceling the session, Nobel will declare you a no-show. A 20-minute grace period applies before Nobel cancels the session. If you are a no-show, the \$25 cancellation fee will apply, **and** Nobel will assess a no-show penalty, as follows:

- ❖ **First no-show:** Tutoring privileges revoked for two weeks (14 days). You must requalify for the loyalty discount from scratch.
- ❖ **Second no-show:** Tutoring privileges revoked for 5 weeks (35 days). You are responsible for the **full** (undiscounted) cost of the session, and you cannot qualify for the loyalty discount.
- ❖ **Third no-show:** Tutoring privileges **permanently** revoked.

Note: If you no-show due to an emergency, Nobel – at its sole discretion – may waive this penalty.