

## TAILORED ROOTS LEARNING — TERMS & CONDITIONS AGREEMENT

Tailored Roots Learning (“TRL”) provides personalized educational services in California, both online and in-person. By enrolling a student, the parent/guardian (“Client”) agrees to the following Terms and Conditions.

### 1. Services Provided

TRL offers academic tutoring, enrichment, and support services for students in grades PreK–12. Services are secular and may be delivered either online or in person. Tutoring sessions are 60 minute sessions, and are paid for individually.

Sessions apply to one unique student only, regardless of type of session.

TRL does not guarantee specific educational outcomes, grade changes, or test results.

### 2. Payments & Fees

- Payment is due prior to any session being provided.
- Accepted payment methods: Charter Funds, Debit/Credit cards, and Zelle.
- No late fees and no deposit required.
- If charter funding is delayed, denied, or insufficient, the Client is responsible for the remaining tuition balance.
- Services may be paused for non-payment until the account is current.

### 3. Scheduling, Attendance & Absences

- All absences must be reported directly to Tailored Roots Learning (via email, phone/text), not to the individual teacher.

Read our full [Sickness & Makeup Policy](#) here.

#### 4. Conduct & Responsibilities

- Respectful communication is required at all times.
- Harassment, bullying, abusive language, or unsafe behavior will not be tolerated.
- Students must arrive prepared, engaged, and on time.
- Stable internet, charged devices, and necessary materials are required for online learning.
- TRL may terminate services immediately for unsafe or disruptive behavior, resulting in no refunds or credits.

Read our full [Student Conduct Policy](#) and [Device Policy](#) here.

#### 5. Safety, Allergies & Learning Needs Disclosure

Parents/guardians must disclose any allergies, medical needs, behavioral concerns, or learning disabilities BEFORE services begin, in writing. TRL is not responsible for incidents resulting from undisclosed conditions.

#### 6. Privacy & Data Protection

- TRL collects personal information solely for services provided.
- No data is used for marketing or shared with third parties.
- Sessions are confidential. Recording requires written consent from both parties.

Read our full [Privacy & Data Protection Policy](#) here.

#### 7. Termination of Services

TRL may terminate services immediately for:

- Non-payment
- Repeated cancellations or no-shows
- Unsafe, abusive, or disruptive conduct

- Failure to disclose necessary information

Clients may withdraw by emailing a cancellation notice to [admin@tailoredrootslearning.com](mailto:admin@tailoredrootslearning.com).

Unused sessions in the current month are not refundable.

#### 8. Liability Limitations

TRL is not liable for injuries or losses during sessions except in cases of gross negligence.

No liability for indirect or consequential damages.

Clients agree to indemnify TRL for claims arising from misuse of services or policy violations.

#### 9. Governing Law

This agreement is governed by California law in Los Angeles county.

By enrolling, I/we agree(s) to these Terms and Conditions. TRL may update the terms and conditions at any time, in its discretion; continued participation indicates acceptance.