

# Higher Standards Academy Policies

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## Policies for Group Courses

### Attendance Policy

1. Full attendance and promptness are required. Please consider traffic and other possible delays.
2. If the student must miss a class due to an emergency or illness, s/he can schedule an appointment for a private session to make up the missed class. The fee is 50% of the instructor's regular rate.

### Homework Policy

1. Students are required to complete all homework assignments. Students must work alone on all homework assignments.
2. Students must complete practice tests in the allotted time, without looking at the answer key until they have completely finished the entire exam.
3. Both #1 and #2 are absolutely essential to achieving the student's desired score increase.

### Contacting your Instructor

1. Call your instructor directly ONLY if it is the day of your scheduled appointment, and you are going to be late or absent. Please limit phone calls and text messages to between 9:00 AM and 6:00 PM. Keep in mind that you will be charged for the appointment if you give us less than one (1) day's notice.
  - a. Devon Weldon's cell number is (831) 588-8804.
  - b. Jerilyn Kass' cell number is (831) 588-1273.
2. Call our office for any other needs. Our number is (831) 515-7373.

### Payment Policy

1. Payment in full is due before the first day of class and can be made online through [PayPal](#) or by check.
2. Payments made for group courses are non-refundable. If you prepay for a course and decide to drop it or take private sessions instead, the payment can be applied to the private sessions or any other service we offer.

### SAT Guarantee

If the student does not achieve a 150-point increase on the SAT, (s)he may re-take the course for free. The score increase is the difference between the student's previous score (PSAT, SAT or Higher Standards Academy practice test) and the student's official SAT score.

### ACT Guarantee

If the student does not achieve a 2-point increase on the ACT, (s)he may re-take the course for free. The score increase is the difference between the student's previous score (ACT or Higher Standards Academy practice test) and the student's official ACT score.

# Higher Standards Academy Policies

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## Policies for One-to-One Sessions

### Attendance Policy

1. Full attendance and promptness are required. Please consider traffic and other possible delays.
2. Sessions reduced in length due to the student arriving late or leaving early are invoiced as the originally scheduled length.

### Cancellation Policy

1. If you need to cancel a session, we require at least one day's notice.
2. You will be charged a fee equal to one hour of your instructor's time for any sessions cancelled after 6:00 PM on the day before your scheduled session.

### Contacting your Instructor

1. Call your instructor directly ONLY if it is the day of your scheduled appointment, and you are going to be late or absent. Please limit phone calls and text messages to between 9:00 AM and 6:00 PM. Keep in mind that you will be charged for the appointment if you give us less than one (1) day's notice.
  - a. Devon Weldon's cell number is (831) 588-8804.
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2. Call our office for any other needs. Our number is (831) 515-7373.

### Homework Policy

1. Students are required to complete all homework assignments. Students must work alone on all homework assignments.
2. Students must complete practice tests in the allotted time, without looking at the answer key until they have completely finished the entire exam.
3. Both #1 and #2 are key to achieving your desired score increase.

### Payment Policy

1. Payment is due at time of service unless a special agreement has been prearranged.
2. You may pay at the time of each session with check, cash or through [PayPal](#).
3. We offer [prepayment discount packages](#) which must be paid at least three days before the first session through [PayPal](#) or by check.
4. Prepayments made for private sessions are non-refundable, but if you have a credit at the end of the course of study, you may use that credit toward any of our other services (PSAT/SAT/ACT prep, math tutoring, college essay editing, aptitude testing).

### SAT Guarantee

If the student does not achieve a 150-point increase on the SAT, (s)he may take a group course for free. The score increase is the difference between the student's previous score (PSAT, SAT or Higher Standards Academy practice test) and the student's official SAT score.

### ACT Guarantee

If the student does not achieve a 2-point increase on the ACT, (s)he may take a group course for free. The score increase is the difference between the student's previous score (ACT or Higher Standards Academy practice test) and the student's official ACT score.