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COLLEGE STUDENT SUPPORT SERVICES (CSSS): REGISTRATION AGREEMENT

Student Name: _____ **Gender**: _____

College and Year: _____

Graduation Year: _____ **Birthdate**: _____

Address: _____

_____

Student Home Phone: _____ **Student Cell Phone:** _____

Student Email Address: _____

Other Information:
(504/IEP/Testing Accommodations, etc.) _____

Parent 1 Name: _____

Parent 1 Address: _____

Parent 1 Office Phone: _____ **Parent 1 Cell Phone:** _____

Parent 1 Email addresses: _____

Parent 2 Name: _____

Parent 2 Address: _____

Parent 2 Office Phone: _____ **Parent 2 Cell Phone:** _____

Parent 2 Email Addresses: _____

Billing Name: _____
(person/people responsible for payment)

Billing Phone Number: _____

Billing Address: _____

Billing Email: _____

How did you hear about us? _____
(friend/family/newsletter/Google, etc.)

CSSS Packages:

_____	**Transfer Coaching Initial Consultation*** ** This fee is applied to the package price of $5000.*	$750.00
_____	**Transfer Coaching Package** (up to 20 hours of service)	$5000.00
_____	**Crisis Coaching** Initial Consultation	$750.00
_____	**Crisis Coaching** Hourly Rate (billed in five-hour blocks of $1625)	$325.00
_____	**Academic Coaching** Initial Consultation	$750.00
_____	**Academic Coaching** Weekly interaction	$150.00

A la Carte Services:

_____	Hourly Rate	$ 325.00
_____	Block of five hours (non-package clients)	$1625.00

Payment Terms for College Student Support Services:

Pricing listed here for the Transfer Coaching Package is significantly discounted from A la Carte rates. A la Carte Services at the rate of $325 an hour can be added to the Transfer Coaching Package for clients who desire more support. For clients not in the Transfer Coaching package, A la Carte Services will be billed in five-hour blocks ($1625) based on the desired services. Billing will include the time spent delivering any requested services, as well as any and all necessary time spent preparing for the delivery of said services, including research and correspondence.

Payment for A la Carte Services is due within 15 days of billing. Admissions Untangled accepts payment by cash, check, bank transfer or credit card. All credit card payments will be charged a 3.6% service fee.

Payment for the Initial Consultation (IC) is due upon receipt of invoice. Please contact our office if you would like to arrange a payment plan. Monthly payments are due the first of each month. Payments received after the 7th of the month, or after 15 days of billing for A la Carte Services, will be assessed a $25 late fee. Returned checks will be assessed a $35 fee. In the event that Admissions Untangled does not receive payment within 30 days of its due date, the undersigned client will be responsible for all reasonable attorney and administrative fees incurred in the collections process, in addition to payment due. Interest will accrue at 1.5% per month (18% annually) from the due date. If there are mitigating circumstances, such as sickness or job loss, please contact Admissions Untangled.

Credit Card Guarantee and Payment Method: Admissions Untangled requires that a current, valid credit card be on file to guarantee payment. To avoid late payment and fees, if payment is not received by the 7th of the month, or after 15 days of billing for A la Carte services, your credit card will be charged the amount due plus a

3.6% service fee. Admissions Untangled will only charge this card, without explicit authorization, in the case of late payment or nonpayment.

Signature: _____

Credit Card Type: (Visa, Mastercard, Amex) _____

Credit Card #: _____

Exp. Date: ___/____ Security Code: _____

Would you like to use this card to pay for your services? Yes _____ No _____
The charge will include a 3.6% service fee.

If "No," please indicate an alternative form of payment:

Cash _____ Check _____ Bank transfer _____

I acknowledge that I have read this Payment Terms Agreement and understand all applicable fees and payment terms. I further acknowledge that I have been afforded the opportunity to discuss any questions about the terms of this Payment Terms Agreement before signing below.

I agree to the terms outlined in this Agreement.

Signature: _____ _____
Parent **Student**

Date: _____ _____

Disclaimer, Release & Acknowledgements:

Registration commits the Student and guarantor to the services purchased and full payment of the fee. No Fees will be refunded.

Admissions Untangled programs are designed to support students in their goals through academic tutoring, test preparation and/or coaching. Mature behavior is expected from students/families/representatives at all times. If the undersigned student's/family's/representative's behavior is incompatible with the interest, harmony, comfort or welfare of Admissions Untangled's programs, the undersigned student may be suspended and/or dismissed from Admissions Untangled programs at the sole discretion of Admissions Untangled. In such a case, the full contracted fees will be due to Admissions Untangled as per this Agreement. No refunds will be provided.

Admissions Untangled provides no guarantee that the Student will prevail in their interactions with the college/university/place of study or succeed in reentry/retention/graduation. Instead, the intent of this coaching service is to provide the framework and resources necessary to assist with the students' retention and/or transfer. In no way is the provider of this service, Admissions Untangled, liable for any damages or claims in light of lack of success in retention, graduation or generally.

Admissions Untangled employs a number of professional staff and different staff members may work on a Student's College Student Support Services.

I authorize Admissions Untangled to use any work completed by my student (or myself if over 18 years old) as part of the Admissions Untangled College Student Support Services process, as well as any photos taken of my student (myself) during that process, in furtherance of the business of Admissions Untangled, including, but not limited to, brochures, marketing, and social media.

I acknowledge receipt of and agree to Admissions Untangled' ***College Student Support Services Notes and Requirements / Academic Coaching Notes and Requirements.***

I acknowledge that I have read this Agreement and understand the nature of the services to be rendered and the applicable fees. I further acknowledge that I have been afforded the opportunity to discuss any questions about the terms of this Agreement before signing below.

I agree to the terms outlined in this Agreement.

Signature:	_____	_____
	Parent	**Student**
Date:	_____	_____

College Student Support Services Notes and Requirements:

1. Please allow one week for document review, including essays, resumes, recommendation requests, etc. Clients may request document review with a turnaround time of less than one week, and Admissions Untangled will do its best to accommodate this request, but may be unable to do so. In the event that Admissions Untangled is able to accommodate the request, the accelerated processing time may incur a $150 rush fee at the discretion of Admissions Untangled.

2. Admissions Untangled staff strives to return all calls and emails within two business days. Calls and emails are not answered after business hours, on weekends or holidays. In the event that a phone call or email is not returned/acknowledged within two business days, clients should call again or resend email.

3. The best way to communicate with us is through our office phone number (703-830-7037) and business email addresses. While our staff members do sometimes place outgoing calls on their personal devices to communicate with clients when out of the office, we ask that you not call or text our personal cell phones.

4. The Admissions Untangled College Student Support Services are designed as a guide to help students. The Student MUST be very involved in College Student Support Services. Students are responsible for monitoring and meeting deadlines, both for the Admissions Untangled College Student Support Services program and for individual colleges and associated programs, including application, scholarship, and other deadlines.

Academic Coaching Notes and Requirements:

1. **The Coaching Year:** The coaching year follows the individual school's academic year calendar.

2. **Student Cancellations**: Admissions Untangled understands that cancellations and schedule changes are inevitable and we will do everything possible to accommodate schedule changes. If an appointment needs to be changed, please provide as much notice as possible. If less than 24 hours' notice is provided, coaching session will be charged and forfeited by the Student. The Weekly Rate remains unchanged.

3. **Instructor Information and Cancellation Policy**: It is understood that Admissions Untangled employs a number of professional staff members under the supervision of Julia Ross. In the event of a coach absence, a substitute will be provided or the coaching session will be rescheduled.

4. **Termination**: The undersigned client will provide Admissions Untangled one full calendar month notice prior to terminating this Agreement for ACADEMIC COACHING ONLY. Notice must be given by the first of the month in order to terminate academic coaching by the first of the following month. For example, termination given on December 15 would trigger a January 1 notice date, and a final termination date of January 31. The last day to provide termination notice during the school year is April 1 (for termination date of April 30). After April 1, payment will be required through May.

5. **Privacy**: If Student's parents are financially responsible for client's coaching fees, Student understands and agrees that Coach may provide general updates to Parents, the extent of which is to be determined by the Coach, in Coach's sole discretion, regarding Student's progress, missed appointments, Student check-ins, etc.