



Terms and Conditions - N L SIMPSON LLC “Language Excellence, Global Impact”

Last Updated: December 13, 2024

These terms govern all services provided by N L SIMPSON LLC, including tutoring, professional development, and mentorship.

1. Booking and Payment 1.1 A la Carte: Minimum session booking is 60 minutes, subject to availability. 1.2 Packages: Full payment is required at booking. Package discounts cannot be combined with other offers. 1.3 Payments: Accepted via PayPal, credit card, or bank transfer. Payments must be received prior to the session.

2. Cancellation and Rescheduling 2.1 Cancellations: Must be made 24 hours in advance. Cancellations made less than 24 hours before will be charged 50% of the session fee. Missed package sessions without notice will count as used. 2.2 Rescheduling: Allowed with 24 hours' notice, based on availability. 2.3 Emergencies: Will be reviewed on a case-by-case basis.

3. Refund Policy 3.1 A la Carte: No refunds for completed sessions. Cancellations made with 24 hours' notice can be refunded or rescheduled. 3.2 Packages: Prorated refunds for unused sessions. No refunds if 50% or more of the package is used. 3.3 Workshops: No refunds once scheduled.

4. Session Terms 4.1 Lateness: Sessions will end at the scheduled time even if the client is late. 4.2 Conduct: Professional behavior is expected. The Company reserves the right to end a session due to inappropriate conduct without a refund.

5. Service Expiry 5.1 A la Carte: Sessions must be used within 90 days of purchase. 5.2 Packages: Must be completed within 6 months. Unused sessions after this period are forfeited without refund.

6. Liability The Company is not liable for any damages or guarantees of performance improvement.

7. Modifications Terms may be updated at the Company's discretion. Clients will be notified of changes before their next session.

8. Governing Law These terms are governed by the laws of Michigan, USA.

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