

Terms of Service

Effective: September 10, 2026

Version: 2026-09-10

Program: Twin Forest Education Center (the "Program," "we," or "us").

Contact: info@twinforesteducationcenter.com · (626) 268-3016

1. Our services and your agreement

We provide Afterschool academic enrichment, tutoring, test preparation, and college-application support as described in your enrollment or booking. The published schedule identifies the location, instructional period, and included services. Results such as grades, test scores, homework completion, or admission are not guaranteed.

Our services and supervision arrangements are those described for the program you select. These Terms do not establish a licensing exemption or waive any licensing, safety, or supervision requirement that applies to our operations. Contact us with questions about the location or arrangements before enrolling.

These Terms cover the parent portal and purchases. The Privacy Policy explains information practices. Participation also requires the separate Participation, Risk, and Medical Authorization and Emergency Contact and Pickup Authorization. School-to-center transportation requires the separate School Pickup Agreement and an assigned route. None of these documents grants photography, recording, or marketing permission.

Required disclosures and the specific offer accepted at checkout control the price, schedule, and purchased services. Nonwaivable legal rights prevail over every document. A later policy does not retroactively change a completed purchase or signed agreement.

2. Adult accounts and guardian authority

Family accounts are for adults authorized to act for a child; children must not create or use accounts. Staff use separately authorized accounts. Provide accurate information, protect your sign-in details, and promptly report suspected unauthorized access. Account holders are responsible for actions they authorize; these Terms do not impose automatic liability for all activity after account compromise.

When enrolling a child, confirm that you have the necessary authority and disclose relevant custody restrictions. You do not represent that you can bind a nonsigning co-parent merely because you have an account. The primary-guardian designation and portal access level are administrative settings, not findings about legal custody or pickup rights.

3. Requests, holds, and confirmations

A class request asks us to arrange a session; it is not itself a paid booking. If approved, follow the offer and payment deadline shown in your account. A temporary hold reserves a place only until its stated expiration. A booking becomes confirmed when the applicable payment, credit, or pack redemption is accepted and the booking status confirms it. For Zelle, staff must verify receipt.

If checkout closes, a transfer is delayed, or the status is unclear, check your account or contact us before paying again. A payment return link alone is not a receipt. Waitlists and expiring offers do not guarantee enrollment. We will address any payment received for a place we cannot provide rather than treat an expired hold as proof that no money was received.

4. Monthly Afterschool renewal and cancellation

Afterschool renews monthly until canceled. Before payment, checkout must show the amount due now, recurring amount, billing interval, and cancellation method. Recurring billing requires your express agreement to that offer, not merely creation of an account.

Cancel online through **Afterschool** → **Manage billing**. If you cannot access your account or need assistance, email or call us using the contact information above. Cancel before the next scheduled charge to stop that renewal. Cancellation ends future renewal; participation continues through the paid period unless a safety issue or another lawful basis requires earlier suspension. Keep the cancellation confirmation and contact us promptly if it does not arrive.

Voluntary cancellation or absence does not ordinarily refund a started monthly period. This does not eliminate refunds required by law or for services we cannot provide. Planned closures included in tuition must be disclosed before enrollment. If we cancel an entire paid month, we will refund that month. For other Program closures, we will explain the affected services and available remedy; we will not require credit instead of a legally required refund.

Fee changes affect future periods only. We will provide the required advance notice and cancellation information. A failed payment may lead to a notice and suspension of future attendance; it never authorizes leaving a child already in our care unsupervised.

5. Prices, packs, credit, and additional fees

Prices are in US dollars. Checkout must disclose the full charge and any applicable taxes or additional fees before payment. We will not add a new charge to an accepted booking without authorization or another lawful basis.

If offered, prepaid packs identify eligible sessions, quantity, price, and any lawful expiration terms before purchase. Account credit may be used only for eligible purchases shown in the app and is ordinarily not transferable. Refund and cash-redemption rights required by law remain available. Account closure does not automatically forfeit money or credit legally owed to you.

The separate pickup authorization states late-collection fees. School transportation requires a separately accepted offer if a fee applies; requesting a route alone does not authorize a new charge.

6. Payments and billing questions

Stripe processes card checkout and recurring billing. We do not collect full card numbers or security codes through our own enrollment forms; we retain payment identifiers, amounts, statuses, and related billing records. Update your payment method through the billing portal.

Please tell us about duplicate, incorrect, or unauthorized charges so we can investigate. You retain the right to contact your bank, card issuer, payment provider, regulator, or court and to use applicable dispute procedures.

Contacting us first is not a condition of those rights. An honest billing dispute is not, by itself, misconduct. We may address deliberate payment fraud or collect a valid unpaid balance through lawful means, without automatic reimbursement of every processor dispute fee.

Zelle is available only for eligible tutoring purchases. The [Zelle disclosure](#) explains verification, hold expiration, and refunds. Afterschool subscriptions use card billing.

7. Tutoring cancellation and refunds

Cancel using the booking controls or contact us if those controls are unavailable. Refund tiers are measured against the scheduled start time:

Notice before the session	Refund of an eligible paid session
At least 24 hours	100%; no cancellation fee
Less than 24 hours, before the scheduled start	50%; the other 50% is retained as the cancellation fee
At or after the scheduled start, including a no-show	No ordinary cancellation refund; the full session price is retained

The fee is retained from the price paid for the session; it is not an additional charge. Exactly 24 hours before the scheduled start qualifies for a full refund. These rules apply to individual tutoring sessions, including middle school, high school, AP, and college preparation.

If we cancel a session, the refund is 100% regardless of notice. Pack bookings canceled at least 24 hours in advance return the session to the pack; inside 24 hours the session is ordinarily used. If we cancel a pack-funded session, it is returned or otherwise refunded as required. Fractional-cent calculations round down to a whole cent.

Where offered, you may choose account credit instead of the eligible monetary refund. A refund is not converted into credit without your choice. Card and Zelle refunds can take several business days after approval; we will explain any delay. These session rules do not determine monthly Afterschool cancellation. Mandatory consumer rights still apply.

8. Attendance, safety, and accommodations

Use the scheduled arrival and collection times. Staff must actually accept the child into their care; dropping a child outside is not check-in. Once accepted, supervision continues until an authorized handoff or approved independent departure, including during late collection.

Share relevant allergies, emergency instructions, and support needs. We will discuss reasonable modifications and assess safety individually under applicable law. These Terms do not waive disability-access protections or establish a blanket exclusion based on a diagnosis. We do not promise to provide a school's educational entitlements or replace its services.

Immediate safety risks may require stopping an activity and contacting a guardian. We will explain any longer suspension or termination and the treatment of unused purchases. Removal does not justify withholding every future prepaid service without review. Staff follow applicable reporting duties; parental permission is not required for a legally mandated report.

9. Communications and privacy

We use your contact details for necessary service, safety, and billing communications. Optional marketing is separate. Any automated calls or texts must use the consent and opt-out procedures required for that channel; accepting these Terms is not blanket marketing consent. Contact us to arrange another operational contact method where available. Message and data rates may apply to texts.

Use child information only for legitimate Program purposes. Do not share another family's information, private session links, or recordings without appropriate permission. Our information practices are described in the Privacy Policy.

10. Service changes and responsibility

Events such as illness, weather, facility issues, or emergencies may disrupt service. We will communicate known changes and apply section 4 or 7 to affected purchases. A disruption clause does not eliminate our duties of care, required notices, or refund obligations.

For ordinary economic claims about the portal or billing, our aggregate liability is limited, to the extent lawful, to the amount paid for the purchase giving rise to the claim. This limit does not apply to personal injury, death, fraud, gross negligence, reckless or intentional misconduct, unlawful discrimination, or any duty, statutory remedy, or liability that cannot legally be limited. Participation risks are addressed in the separate authorization, subject to the same legal limits.

11. Resolving concerns

Please contact us with a concern. We will try to resolve it promptly. Informal discussion is voluntary and does not require you to miss a filing deadline, delay emergency relief, or refrain from reporting to authorities.

These Terms do not require binding arbitration or waive jury, class, or representative-action rights. California law applies subject to any mandatory protections that govern your claim. Either party may use a court with lawful jurisdiction, including an available small-claims court. Los Angeles County is the expected venue where legally appropriate; this provision does not displace a consumer's nonwaivable venue rights.

12. Updates and account closure

We will identify new versions and provide notices and fresh agreement where required. A notice of a privacy practice is not a substitute for any separate consent required by law. Earlier signed versions remain identifiable. You may request a copy at the contact address above.

To close an account, contact us. We will address active renewals, bookings, unused balances, and any valid amounts due. A closure request must not silently leave a subscription renewing. Personal-data requests are handled under the Privacy Policy; some records may need to be retained lawfully. If a provision is unenforceable, the remainder applies only to the extent it can operate lawfully and consistently with the agreement's purpose.