

Paying by Zelle

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

Zelle may be offered for eligible tutoring bookings. Monthly Afterschool subscriptions are billed by card. Use only the payment choices shown for your purchase.

1. Understand the protections

Zelle does not provide the same card-network chargeback process or purchase protection for an authorized purchase. A sent transfer may be difficult or impossible to cancel. This does not mean that every bank-transfer error or unauthorized transfer is unprotected: applicable law, bank procedures, and any available reimbursement policies still apply.

If you suspect an unauthorized transfer, fraud, or an error, promptly contact your bank and follow its reporting instructions. This disclosure does not waive those rights or prevent you from seeking help. A refund owed by the Program remains our responsibility under the purchase terms and applicable law.

2. Verify the recipient and reference

Use the recipient and exact amount shown in the authenticated booking instructions, and include the booking reference exactly as displayed. If instructions unexpectedly change or seem suspicious, call the Program using a known number before sending money. We will not ask for your bank password, security code, or one-time sign-in code.

Keep your bank confirmation. Sending a screenshot or selecting "I sent it" helps us investigate but is not verification that funds reached us. Do not send a second payment merely because the first is awaiting verification.

3. Booking deadline and status

The app allows Zelle only when the class starts at least 24 hours later. It also limits concurrent pending Zelle bookings and may restrict further use after repeated expired holds. Contact us if a restriction appears incorrect.

Your place is held only until the deadline displayed in the booking. The current software limits a Zelle hold to the earlier of 24 hours after the hold begins or two hours before the class starts. An eligible class beginning in exactly 24 hours therefore does not necessarily give you a full 24-hour hold.

Staff manually verify receipt. Processing may take time, especially outside operating hours, and sending a transfer does not extend the hold. Rely on the confirmed booking status, not a bank screenshot alone. Contact us before the deadline if the transfer was sent but has not been matched.

4. Expired, duplicate, or unmatched payments

An expired hold releases the place; it does not prove that your bank sent no money or that we received none. Do not attend on the assumption that payment alone reserved a place. Contact us with the reference, amount, and transfer date so we can reconcile the payment.

If we received money for a booking we cannot provide, we will arrange the refund owed or another option you affirmatively choose. We will investigate duplicate or incorrect transfers rather than retain them simply because the booking expired.

5. Refunds

The Terms' tutoring cancellation percentages apply equally to eligible Zelle and card purchases. An approved Zelle refund is processed manually through a verified return arrangement. We may need to confirm the sender and recipient to avoid misdirecting funds. Never send another payment or a processing deposit to receive a refund.

Allow several business days after approval; contact us if a refund is delayed. Where available, account credit is an optional alternative for the same eligible amount. Credit does not replace a required monetary refund without your choice. Contacting the Program does not suspend any bank-reporting deadline.