

## My Math Experts Terms and Conditions

1. **Billing Cycle and Payment:** Automatic billing occurs monthly and is based on your plan type. By engaging and providing payment information, you are authorizing My Math Experts to charge that method of payment on the due date, as long as you are enrolled. Test Prep session packages are billed at purchase and no automatic billing occurs.
2. **Extra Sessions and Overage:** You may book extra sessions beyond your plan's monthly allowance. Monthly overages will be billed at the per-session rate of your plan type.
3. **Session Rollover:** Unused sessions do not roll over from month to month, and we do not track usage. Users are asked to proactively manage their schedule. Exceptions are made for rollovers from December to January, to allow for flexibility with the holiday break; sessions are also allowed to rollover from June to July, to allow for flexibility with the summer break.
4. **Session Cancellation:** Sessions cancelled within 24 hours of the start of the session will be counted as a used session. Sessions can be cancelled from the link in the Session Reminder emails or from the user account calendar.
5. **Plan Type Changes:** To change your plan type, you must notify us by email 3 business days prior to month-end, for the subsequent billing cycle change.
6. **Plan Cancellation:** To cancel your plan, you must notify us by email 3 business days prior to month-end to avoid billing for the subsequent billing cycle. Your account will remain active and you can book and attend sessions during the current cycle in which cancellation notice was provided, and will be deactivated for the subsequent billing cycle. No refunds will be processed after billing occurs and no credits will be issued for any sessions unused in the final, or any, billing cycle.
7. **Holiday Closures:** We will be closed on July 4th, Thanksgiving (Thursday and Friday), and December 24th through January 1st (inclusive). December will be billed at the full monthly amount, but unused sessions are allowed to roll over to January, as mentioned above.
8. **Tutor Matches:** Tutor switches are required occasionally, and we reserve the right to reassign your tutor as needed. We will, however, attempt to maintain the tutor match whenever possible.