IVY PREP TUTORS, LLC

Enrollment agreement

Last updated: November 2026

In short: A parent or guardian signs by checking the box at checkout and paying. You may cancel for a full refund before the first live session (or before the student opens the portal for a self-paced course), and not after that. If the student's score does not go up, we keep teaching them for free. We do not promise a particular score or admission result. We email both the student and the parent, and the student's portal information stays private.

1. Who this agreement is between

This agreement is between Ivy Prep Tutors, LLC, a limited liability company that does business as Ivy Prep Tutors ("Ivy Prep," "we," "us"), and the parent or legal guardian who completes the purchase at checkout ("Parent," "you"). It covers the student named at checkout ("Student"). Jenni Mahoney is the owner of Ivy Prep.

2. How you sign

You sign this agreement electronically by checking the box at checkout that says you agree to these terms, and then paying. An electronic signature has the same effect as a handwritten one. By signing, you confirm that:

- you are the Student's parent or legal guardian and may make this agreement for the Student;
- the information you gave at checkout is accurate;
- you have read this agreement and agree to it; and
- you agree to receive this agreement and other notices about the course electronically.

Our payment provider, Stripe, records when you agreed. You can keep a copy of this agreement, and you can ask us for a copy any time by phone or email.

3. The course

- **Live courses** run 8 weeks on Zoom, in Central Time. Math and Science meet on Tuesdays, and English and Reading meet on Thursdays, at 7 PM. Subjects alternate week to week, so each subject meets in 4 sessions over the 8 weeks. Each session is 1 hour and 15 minutes.
- Live classes are kept under 20 students, and every live class is recorded.
- **Self-paced courses** include 8 weeks of access to the same lessons, and the Student can move faster if they need to.
- The Student takes 3 subjects (English, Math, Reading) or 4 subjects (adding Science), as shown at checkout.
- Prep begins 8 weeks before the ACT date you choose.

4. What is included

- Access to our online portal with practice tests, videos, and resources.
- Retired ACT materials, included in your course fee.
- 12 practice tests with 3 subjects, or 16 with 4 subjects, taken for homework after each session.
- Live courses: 15 hours of live class time with 3 subjects, or 20 hours with 4 subjects, plus weekly office hours.
- Self-paced courses: 12 hours of recorded instruction with 3 subjects, or 16 hours with 4 subjects, plus one free 30-minute tutoring consult on request.
- Score tracking, progress updates, and weekly reminders and check-ins.
- A free pretest if the Student does not have an earlier ACT score.
- Supplementary resources on test-taking anxiety and focus, including more than 20 strategy videos.

5. Price and payment

The price is shown at checkout and is paid in full when you enroll, through a secure checkout powered by Stripe. We collect the Student's name and email, a parent email and phone number, and the ACT date the Student is preparing for. We do not see or store your card number.

6. Cancellations and refunds

You may cancel for a full refund before the Student's first live session, or before the Student opens the online portal for a self-paced course. After that, payments are non-refundable.

Our score improvement guarantee provides continued instruction at no cost. It is not a cash refund.

To cancel or ask about a refund, contact us by phone or email. If something unexpected comes up, contact us and we will talk it through.

7. Score improvement guarantee

> If the Student's score does not increase from their baseline, we continue working with them for free until their score improves.

- The guarantee applies if the Student completes all of their sessions. For live classes, watching the recording of a missed class counts.
- The Student must take the official ACT after the course.
- The Student's baseline is their score from an earlier ACT or from our free pretest. We send details on the pretest after you enroll.
- Self-paced students get extra access time until their next test.
- If the Student's score does not increase, contact us to arrange the continued instruction. We will decide with you what form it takes, such as office hours, review sessions, or class time.
- The guarantee is continued instruction. It is not a refund, and it is not a promise of any particular score.

8. What we ask of the Student and the Parent

- **The Student** attends each live session or watches the recording, completes the weekly practice tests, fills in the weekly check-in, and treats teachers and classmates with respect.
- **The Parent** registers the Student for the ACT on time, keeps the Student's portal login private, supervises online use as appropriate for the Student's age, and tells us promptly if contact information changes.
- We may end a student's enrollment for serious or repeated misconduct. We will talk with you first.

9. Schedule changes

If we need to cancel or move a live session, for example because of illness, weather, or a technical problem, we will tell you and either reschedule it or make the recording available. Every live class is recorded.

10. ACT registration, scores, and results

Families register for the ACT themselves at act.org. Test dates, registration deadlines, and testing rules are set by ACT and can change, so please confirm them with ACT. ACT® is a registered trademark of ACT, Inc. Ivy Prep Tutors is not affiliated with ACT, Inc.

The score gains and testimonials on our website come from real students and families. We share a testimonial only with permission from the student and a parent or guardian. Individual results vary.

11. Student portal, privacy, and emails

- **Accounts.** Each student creates their own password using the email address we have on file. For a student under 13, we open an account only with a parent or guardian's permission.
- **What we collect.** The Student's name, email address, course, ACT date, target score, and a parent or guardian's contact information, plus what they do in the portal: lessons completed, test answers and results, scores they enter, weekly check-ins, and messages to our support team.
- **How we use it.** To run the course, show students their progress, send students and parents weekly progress updates, reminders, and a request for ACT scores after the test, help our teachers support each student, and carry out our score improvement guarantee. We do not sell student information, and we do not use it for advertising.
- **Emails.** We send course emails to both the Student and the Parent.
- **Recordings.** Live class recordings are for enrolled students to review.
- **Who can see it.** The Student and the Ivy Prep teachers.
- **Where it is stored.** We use Supabase to store portal data and Netlify to host the portal and deliver its forms. Card payments are handled by Stripe.
- **Your choices.** You can ask us to show you, correct, or delete the Student's account and data. Contact us using the details below.

12. Course materials

Course videos, lessons, practice tests, and the portal are for the enrolled Student's own use. Please do not share, copy, record, or post them. Retired ACT materials belong to ACT.

13. Optional photo and testimonial release

At checkout you may choose whether to give us this permission. It is optional, and your answer does not affect the Student's enrollment.

If you answer **yes**, you allow Ivy Prep to use the Student's testimonial, first name and last initial (or the name choice the Student makes), and photos or video of the Student from the course, on our website, social media, and marketing. We will not pay for this use. You may withdraw this permission at any time by telling us in writing, and we will stop using it going forward. If you answer **no**, we will not use them.

14. Limits of our responsibility

Ivy Prep provides educational services. Apart from the score improvement guarantee, we do not promise any particular ACT score, score increase, college admission, or scholarship. To the extent the law allows, our total responsibility for any claim related to the course is limited to the amount you paid for it. Nothing in this agreement limits any right that cannot be limited under Missouri or federal law.

15. Missouri law and disagreements

Missouri law governs this agreement. If a disagreement comes up, please contact us first so we can try to resolve it. If we cannot, either of us may bring the claim in the courts of Missouri.

16. The whole agreement

This agreement is our entire agreement about the course. If a part of it cannot be enforced, the rest still applies. We may update this agreement for future enrollments. The version posted on our website when you enroll is the one that applies to you.

17. Contact

Ivy Prep Tutors, LLC
Phone: 314-488-8141
Email: jenni.ivyprep@gmail.com