PiPath Terms of Service and Enrollment Policies

Effective Date: October 2026 | **Last Updated:** October 2026

These Terms of Service and Enrollment Policies govern all educational services, courses, and tutoring provided by PiPath L.L.C. ("PiPath," "we," "us," or "our"), including one-on-one private tutoring, group courses and bootcamps (such as the SAT Math Bootcamp), the Math Help Room, small-group workshops, and consultation services. By registering, enrolling, or submitting payment for any PiPath program, the parent, legal guardian, or adult student ("Client" or "you") agrees to these terms in full.

1. Enrollment and Payment

- **Payment Confirmation:** Enrollment or session reservations are only finalized upon verified receipt of payment in full. Submitting an inquiry, intake form, or completing checkout navigation does not guarantee or hold a seat or time slot.
- **Advance Billing:** All private tutoring packages, group cohorts, and subscription or drop-in services must be paid in advance prior to the start of instruction.
- **Directions and Access:** Specific access links, course materials, or private residential address directions in Apex, North Carolina, are provided privately only to fully confirmed and paid enrollments.

2. Refund and Cancellation Policy

- **All Sales Final:** Because instructional availability is strictly limited and administrative, curriculum, and operational preparation begins immediately upon enrollment, all payments made to PiPath are final and non-refundable once submitted. PiPath is not required to issue refunds, prorated credits, or fee returns under any circumstances, except where strictly mandated by applicable law.
- **PiPath Cancellations:** If PiPath cancels a program, families will be offered the choice between a full refund of unused tuition or an equivalent credit transferred to a future offering.

3. Service-Specific Attendance and Rescheduling Policies

A. One-on-One Tutoring

- **Notice Required for Rescheduling:** Clients must provide a minimum of **24 hours' advance written notice** (via email or direct message) to request rescheduling an individual session.

- **Best-Effort Rescheduling:** PiPath will make reasonable, good-faith efforts to reschedule cancelled sessions within the same billing cycle or academic term, subject entirely to instructor scheduling availability. Because calendar availability is limited, rescheduling is not guaranteed.
- **Late Cancellations and Forfeiture:** Sessions cancelled with less than 24 hours' notice, missed sessions, or student no-shows are forfeited in full. No refunds, credits, or make-up obligations will be issued for forfeited time.
- **Non-Transferable:** Private tutoring hours are non-transferable to other individuals or across distinct academic cohorts without prior written approval.

B. Group Cohorts and Bootcamps (e.g., SAT Math Bootcamp)

- **No Individual Make-Up Sessions:** Cohort seats are limited to preserve low student-to-teacher ratios. If an illness, schedule conflict, or emergency prevents a student from attending a live group session, PiPath will provide access to relevant session notes, assigned practice, or asynchronous recordings covering that day's content for independent review.
- **Transfer Requests:** Families requesting a cohort transfer prior to the start date may do so in writing. Transfers are granted at PiPath's sole discretion and remain strictly subject to available seating; no refund is provided if transfer dates do not align.

C. Math Help Room and Drop-In Programs

- **Usage-Independent Billing:** Access passes, punch cards, or periodic memberships for open math help rooms or drop-in study hours are billed on a flat-rate or term basis. Fees remain strictly non-refundable regardless of the student's actual attendance frequency or hours logged.

4. In-Person Premises, Allergen Notice, and Liability Waiver

- **Residential Facility Disclosure:** Certain in-person sessions, small-group classes, and bootcamps take place at a private residential facility in Apex, North Carolina. The premises operate as a private home classroom environment, not a sterile, allergen-controlled commercial setting.
- **Allergen and Pet Notice: Animals (specifically a household dog) reside on the property, and common food allergens—including peanuts, tree nuts, and dairy products—may be present or stored within the home.**
- **Parental Health Responsibility:** The Client represents and warrants that:

1. The student is medically cleared to participate in a residential home classroom environment.
2. The student does not have life-threatening, airborne, or severe unmanaged allergies to dog hair, pet dander, peanuts, tree nuts, or common household environmental triggers.
3. If the student has any prescribed emergency medication (such as an epinephrine auto-injector/EpiPen or asthma inhaler), the student is fully capable of carrying and self-administering that medication independently. PiPath staff do not administer prescription medication.

- **Assumption of Risk and Release of Liability:** By enrolling a student in in-person instruction at PiPath's residential facilities, you, on behalf of yourself, your enrolled student, and your heirs, knowingly and voluntarily assume all risks associated with attendance—including, but not limited to, exposure to pet dander, household allergens, animal interactions, and standard residential conditions. You hereby release, waive, and forever discharge PiPath L.L.C., its instructors, operators, owners, and property owners from any and all claims, liabilities, damages, medical expenses, or causes of action arising from personal injury, allergic reactions, illness, or property loss occurring on or around the premises, to the fullest extent permitted under North Carolina law.

5. Student Conduct and Participation

- **Behavioral Expectations:** Students must arrive on time, engage respectfully with instructors and peers, maintain academic integrity, and complete assigned problem sets to receive the intended pedagogical benefits.
- **Dismissal for Cause:** PiPath reserves the right to immediately dismiss any student whose behavior is disruptive, abusive, or harmful to others. In the event of dismissal for conduct violations, all tuition and fees remain strictly non-refundable.

6. Contact and Inquiries

All formal notices, rescheduling requests, or questions regarding these terms must be directed in writing to:

- **PiPath L.L.C.**
- **Email:** pipathmath@gmail.com
- **Location:** Apex, North Carolina