

# Student Payment Policies

Our goal is to make your Braintrust experience easy and fair. We want to simplify the process of hiring a certified teacher to tutor your child, and to create a better experience for you once a match is made.

With Braintrust there are:

- No upfront costs
- Flexible payment options
- Transparent transactions
- Phone and email support

## ***No up-front costs***

You are only charged once your session is complete and your post-session report has been delivered to you. There are no upfront costs to use the Braintrust platform to search for a tutor, and no commitments required for a tutor you select. You pay only for the tutoring services you receive, plus a 15% service fee after each lesson. This service fee helps us to attract and vet the best and most qualified tutors; to create a great service experience thanks to our communications, scheduling, payment, and proprietary reporting tools; to cover the cost of payment processing; and to deliver to you all of the other benefits of the Braintrust platform.

## ***Flexible payment options***

Braintrust accepts all major credit and debit cards.

With any payment option, Braintrust has two very important policies:

- You agree to maintain valid payment information. To ensure that teachers you hire through the Braintrust platform receive their payment after lessons are completed, Braintrust requires that you maintain a valid credit card or debit card on file in your Braintrust account. Valid payment information must be in place prior to exchanging contact information or scheduling lessons with tutors, and must be maintained for the duration of your tutoring. If a payment method is removed for any reason, you will be required to enter a new billing method before continuing to contact tutors or schedule lessons. But rest assured that no charges will be made to your account until a lesson has occurred.
- All payments are processed through the Braintrust platform via our payment processing partner, Stripe, for your security. By using the Braintrust platform, you are agreeing to make all of your payments to Braintrust tutors through the Braintrust platform. This is true for all payments related to tutoring lessons.

## ***Transparent transactions***

You receive a post-session report from Braintrust after each lesson with your tutor, via email. The email shows the lesson date, start time, end time, skills addressed, strengths and challenges identified in the lesson, and recommended next steps.

After the tutoring session is completed and the tutor creates the post-session report in the Braintrust platform, the credit or debit card you have on file will be charged according to the tutor's hourly rate plus a 15% service fee. You will receive a payment receipt that includes the session date, student name, and duration of the lesson.

If in processing the lesson charge the transaction fails, Braintrust will notify you and provide a period of time for you to amend or replace the invalid payment information.

Remember, when you hire a tutor, you are entering into a business relationship directly with that tutor. Therefore, if you have any questions, please consult with your tutor about his or her cancellation and no-show policies prior to scheduling a lesson. For your protection, tutors' cancellation policies will also be listed on their profiles. Please also note that late lesson cancellations are subject to the standard 15% service fee.

***Phone and Email support***

Braintrust has a staff of customer support representatives available to assist you and answer any questions that arise in any step of the tutoring process. We want to hear from you, so please don't hesitate to contact our customer support team for any reason. Just call us at (646) 397-3696 or email us at [support@braintrusttutors.com](mailto:support@braintrusttutors.com).