

# GENERAL SERVICE AGREEMENT

THIS GENERAL SERVICE AGREEMENT (the "Agreement") is dated this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

## CLIENT

\_\_\_\_\_  
\_\_\_\_\_  
(the "Client")

## CONTRACTOR

Enlighten Tutoring Services LLC  
1580 Mira Lago Blvd, Farmers Branch, TX  
75234, USA  
(the "Contractor")

## BACKGROUND

- A. The Client is of the opinion that the Contractor has the necessary qualifications, experience and abilities to provide services to the Client.
- B. The Contractor is agreeable to providing such services to the Client on the terms and conditions set out in this Agreement.

**IN CONSIDERATION OF** the matters described above and of the mutual benefits and obligations set forth in this Agreement, the receipt and sufficiency of which consideration is hereby acknowledged, the Client and the Contractor (individually the "Party" and collectively the "Parties" to this Agreement) agree as follows:

## SERVICES PROVIDED

1. The Client hereby agrees to engage the Contractor to provide the Client with the following services (the "Services"):
  - Tutoring.
2. The Services will also include any other tasks which the Parties may agree on. The Contractor hereby agrees to provide such Services to the Client.

## TERM OF AGREEMENT

3. The term of this Agreement (the "Term") will begin on the date of this Agreement and will remain in full force and effect until the completion of the Services, subject to earlier termination as provided in this Agreement. The Term may be extended with the written consent of the Parties.
4. In the event that either Party wishes to terminate this Agreement prior to the completion of the

Services, that Party will be required to provide 14 days' written notice to the other Party.

## PERFORMANCE

5. The Parties agree to do everything necessary to ensure that the terms of this Agreement take effect.

## CURRENCY

6. Except as otherwise provided in this Agreement, all monetary amounts referred to in this Agreement are in USD (US Dollars).

## COMPENSATION

7. The Contractor will charge the Client a flat fee, \$ \_\_\_\_\_, for the Services (the "Compensation").
8. A deposit of \$ \_\_\_\_\_ (the "Deposit") is payable by the Client upon execution of this Agreement.
9. For the remaining amount, the Contractor will invoice the Client every week.
10. Invoices submitted by the Contractor to the Client are due upon receipt.
11. In the event that this Agreement is terminated by the Client prior to completion of the Services but where the Services have been partially performed, the Contractor will be entitled to pro rata payment of the Compensation to the date of termination provided that there has been no breach of contract on the part of the Contractor.
12. The Contractor will not be reimbursed for any expenses incurred in connection with providing the Services of this Agreement.

## CONFIDENTIALITY

13. Confidential information (the "Confidential Information") refers to any data or information relating to the business of the Client which would reasonably be considered to be proprietary to the Client including, but not limited to, accounting records, business processes, and client records and that is not generally known in the industry of the Client and where the release of that Confidential Information could reasonably be expected to cause harm to the Client.
14. The Contractor agrees that they will not disclose, divulge, reveal, report or use, for any purpose, any Confidential Information which the Contractor has obtained, except as authorized by the Client or as required by law. The obligations of confidentiality will apply during the Term and will survive indefinitely upon termination of this Agreement.
15. All written and oral information and material disclosed or provided by the Client to the Contractor under this Agreement is Confidential Information regardless of whether it was provided before or

after the date of this Agreement or how it was provided to the Contractor.

## **OWNERSHIP OF INTELLECTUAL PROPERTY**

16. All intellectual property and related material (the "Intellectual Property") that is developed or produced under this Agreement, will be the property of the Contractor. The Client is granted a non-exclusive limited-use license of this Intellectual Property.
17. Title, copyright, intellectual property rights and distribution rights of the Intellectual Property remain exclusively with the Contractor.

## **RETURN OF PROPERTY**

18. Upon the expiration or termination of this Agreement, the Contractor will return to the Client any property, documentation, records, or Confidential Information which is the property of the Client.
19. In the event that this Agreement is terminated by the Client prior to completion of the Services the Contractor will be entitled to recovery from the site or premises where the Services were carried out, of any materials or equipment which is the property of the Contractor or, where agreed between the Parties, to compensation in lieu of recovery.

## **CAPACITY//INDEPENDENT CONTRACTOR**

20. In providing the Services under this Agreement it is expressly agreed that the Contractor is acting as an independent contractor and not as an employee. The Contractor and the Client acknowledge that this Agreement does not create a partnership or joint venture between them, and is exclusively a contract for service. The Client is not required to pay, or make any contributions to, any social security, local, state or federal tax, unemployment compensation, workers' compensation, insurance premium, profit-sharing, pension or any other employee benefit for the Contractor during the Term. The Contractor is responsible for paying, and complying with reporting requirements for, all local, state and federal taxes related to payments made to the Contractor under this Agreement.

## **RIGHT OF SUBSTITUTION**

21. Except as otherwise provided in this Agreement, the Contractor may, at the Contractor's absolute discretion, engage a third party sub-contractor to perform some or all of the obligations of the Contractor under this Agreement and the Client will not hire or engage any third parties to assist with the provision of the Services.
22. In the event that the Contractor hires a sub-contractor:
  - the Contractor will pay the sub-contractor for its services and the Compensation will remain payable by the Client to the Contractor.
  - for the purposes of the indemnification clause of this Agreement, the sub-contractor is an agent of the Contractor.

**AUTONOMY**

23. Except as otherwise provided in this Agreement, the Contractor will have full control over working time, methods, and decision making in relation to provision of the Services in accordance with the Agreement. The Contractor will work autonomously and not at the direction of the Client. However, the Contractor will be responsive to the reasonable needs and concerns of the Client.

**EQUIPMENT**

24. Except as otherwise provided in this Agreement, the Contractor will provide at the Contractor’s own expense, any and all tools, machinery, equipment, raw materials, supplies, workwear and any other items or parts necessary to deliver the Services in accordance with the Agreement.

**NO EXCLUSIVITY**

25. The Parties acknowledge that this Agreement is non-exclusive and that either Party will be free, during and after the Term, to engage or contract with third parties for the provision of services similar to the Services.

**NOTICE**

26. All notices, requests, demands or other communications required or permitted by the terms of this Agreement will be given in writing and delivered to the Parties at the following addresses:

- \_\_\_\_\_  
\_\_\_\_\_

- Enlighten Tutoring Services LLC  
1580 Mira Lago Blvd, Farmers Branch, TX 75234, USA

or to such other address as either Party may from time to time notify the other, and will be deemed to be properly delivered (a) immediately upon being served personally, (b) two days after being deposited with the postal service if served by registered mail, or (c) the following day after being deposited with an overnight courier.

**INDEMNIFICATION**

27. Except to the extent paid in settlement from any applicable insurance policies, and to the extent permitted by applicable law, each Party agrees to indemnify and hold harmless the other Party, and its respective directors, shareholders, affiliates, officers, agents, employees, and permitted successors and assigns against any and all claims, losses, damages, liabilities, penalties, punitive damages, expenses, reasonable legal fees and costs of any kind or amount whatsoever, which result from or arise out of any act or omission of the indemnifying party, its respective directors, shareholders, affiliates, officers, agents, employees, and permitted successors and assigns that occurs in connection with this Agreement. This indemnification will

survive the termination of this Agreement.

## **ADDITIONAL CLAUSES**

### **28. Cancellation Policy**

#### **a. Cancellation by the Client**

Clients may cancel or reschedule a tutoring session with at least twenty-four hours' notice prior to the scheduled session. Cancellations made within less than twenty-four hours of the scheduled session will incur a \$25 cancellation fee of the session fee. If the client is a no-show, the client will be subject to a 100% cancellation fee.

#### **b. Cancellation by the Tutor**

If a tutor must cancel or reschedule a session, the client will be notified as soon as possible. The session will be rescheduled at a mutually convenient time, or the client will be compensated the full amount if the session cannot be rescheduled. If a tutor cancels within a twenty-four hour period without a suitable excuse, the client is entitled to one free hour of tutoring at the aforementioned tutor's expense. If a tutor is more than fifteen minutes late without prior notice, the client will receive two free hours of tutoring at the aforementioned tutor's expense.

#### **c. Emergency Cancellations**

In the case of emergencies, both parties agree to handle cancellations on a case-by-case basis. If possible, we will work to reschedule the session at a mutually convenient time.

### **29. No-Show Policy**

#### **a. Definition of No-Show**

A "no-show" occurs if the client fails to attend the scheduled tutoring session without prior notification. This includes arriving fifteen minutes or more late without contacting the tutor in advance.

#### **b. Consequences of No-Show**

In the event of a no-show, the client will be charged the full session fee. This policy applies regardless of the reason for the absence.

#### **c. Repeated No-Shows**

If a client fails to attend two or more sessions without prior cancellation or notice, tutoring services may be suspended, and tutors may choose to remove the client from their roster.

### **30. Payment Policy**

#### **a. Payment Due**

Payment for all tutoring services is due in advance before the commencement of each session unless otherwise agreed upon. Payments must be made via the listed payment methods in section c and will be processed upon receipt of your invoice.

#### **b. Session Rates**

Tutoring services are billed at an hourly rate of sixty dollars and zero cents. Alternatively, the hourly rate can be altered based on group tutoring rates, or paid in full in a single payment for any package deals purchased. Any additional services, including but not limited to, prep time, test administration, or special requests, will be discussed and billed separately ONLY IF the service was initiated by the client outside of the established curriculum.

**c. Payment Methods**

We accept the following payment methods: [list accepted payment methods, e.g., credit card, PayPal, bank transfer].

**d. Late Payments**

In the event of late payment, services may be delayed or canceled until payment is received. A late fee may be charged for payments not made by the scheduled due date. If payments are lapsed for over thirty days and after two verbal warnings and one written warning, it may be sent to a collection agency which will have a negative financial impact.

**31. Policy Changes**

We reserve the right to update and modify this Payment, Cancellation, and No-Show Policy at any time. Clients will be notified of any significant changes. All changes will take effect as soon as they are posted on our website or communicated to the client directly.

**MODIFICATION OF AGREEMENT**

- 32.** Any amendment or modification of this Agreement or additional obligation assumed by either Party in connection with this Agreement will only be binding if evidenced in writing signed by each Party or an authorized representative of each Party.

**TIME OF THE ESSENCE**

- 33.** Time is of the essence in this Agreement. No extension or variation of this Agreement will operate as a waiver of this provision.

**ASSIGNMENT**

- 34.** The Contractor will not voluntarily, or by operation of law, assign or otherwise transfer its obligations under this Agreement without the prior written consent of the Client.

**ENTIRE AGREEMENT**

- 35.** It is agreed that there is no representation, warranty, collateral agreement or condition affecting this Agreement except as expressly provided in this Agreement.

**ENUREMENT**

- 36.** This Agreement will enure to the benefit of and be binding on the Parties and their respective heirs, executors, administrators and permitted successors and assigns.

**TITLES/HEADINGS**

37. Headings are inserted for the convenience of the Parties only and are not to be considered when interpreting this Agreement.

**GENDER**

38. Words in the singular mean and include the plural and vice versa. Words in the masculine mean and include the feminine and vice versa.

**GOVERNING LAW**

39. This Agreement will be governed by and construed in accordance with the laws of the State of Texas.

**SEVERABILITY**

40. In the event that any of the provisions of this Agreement are held to be invalid or unenforceable in whole or in part, all other provisions will nevertheless continue to be valid and enforceable with the invalid or unenforceable parts severed from the remainder of this Agreement.

**WAIVER**

41. The waiver by either Party of a breach, default, delay or omission of any of the provisions of this Agreement by the other Party will not be construed as a waiver of any subsequent breach of the same or other provisions.

**IN WITNESS WHEREOF** the Parties have duly affixed their signatures under hand and seal on this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

\_\_\_\_\_  
WITNESS: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
(Client)

\_\_\_\_\_  
WITNESS: \_\_\_\_\_

Enlighten Tutoring Services LLC  
Per: \_\_\_\_\_ (Seal)  
Officer's Name: \_\_\_\_\_