Policies for The Admission Ally

- **Fees:**
  - The Client agrees to compensate The Application Ally for the services provided. Payment can be made via Zelle, Venmo Business, or Credit Card. Please note that if payment is made by Credit Card, a 3.5% processing fee will be applied.
- **Client Responsibilities:**
  - The Client agrees to provide accurate and timely information necessary for The Application Ally to perform the services.
  - If timely information is not provided or if there is no response to emails for two months, the contract may be terminated without eligibility for a refund.
  - The Client acknowledges that final decisions regarding college admissions rest with the colleges or universities to which applications are submitted. The Client further acknowledges that The Application Ally provides advice, suggestions, research, and guidance. **Any decisions made based on this information are at the discretion of The Client.**
- **Communication:**
  - Communication from The Application Ally will be conducted via email, text, or Marco Polo.
- **Guarantees:**
  - The Application Ally **does not guarantee** acceptance into admissions, scholarships, dorm assignments, class selection, or acceptance into a major.
  - The Application Ally strives to provide accurate information and assistance, but we **do not guarantee** the outcome of any college applications or admissions decisions. Admission to colleges or universities depends on numerous factors beyond our control.
- **Confidentiality:**
  - Both parties agree to keep confidential any personal, proprietary, or sensitive information disclosed during the course of this engagement.
- **Booking Policy:**
  - Meetings should be scheduled using College Planner Pro.
- **Virtual Meetings:**
  - Virtual meetings conducted via Zoom are recorded for documentation purposes.
- **No Show/Cancellation Policy:**
  - If a student or family member fails to attend or cancels a session without giving 24 hours' notice on three occasions, they will be removed from The Application Ally without receiving a refund.
- **Refund Policy:**
  - The Application Ally is committed to providing you with exceptional service. We do not offer refunds for counseling services. However, if you have any questions or concerns about the service you have received, please notify us via email. We will make every effort to address your concerns by scheduling a meeting with the advisor assigned to your family at no additional cost, to realign and create a plan to move forward to your satisfaction.

- **Termination Policy:**
  - Either party may terminate the contract with written notice, effective within 30 days of signing the contract. Upon termination:
    1. The Client must settle any accrued fees based on services rendered.
    2. The Application Ally will cease services immediately upon the effective termination date.
    3. Both parties will uphold confidentiality and address any outstanding obligations.
    4. No refunds will be issued if termination is due to Client breach.
- **Arbitration:**
  - Arbitration proceedings must be conducted in the state of Arizona.
- **Governing Law:**
  - This Contract shall be governed by and construed in accordance with the laws of Arizona, United States of America.
- **Miscellaneous:**
  - This Contract constitutes the entire agreement between the parties regarding its subject matter and supersedes any prior agreements or understandings, whether written or oral.
  - Any amendments to this Contract must be made in writing and signed by both parties.

Disclaimer:

Students and families should seek guidance from school counselors or college admissions professionals before making decisions based on the information provided.

The Application Ally strives to provide accurate information and assistance, but we **do not guarantee** the outcome of any college applications or admissions decisions. Admission to colleges or universities depends on numerous factors beyond our control.

The Application Ally is not liable for any loss or damage arising from the use of our admission services. We do not control the content of external websites linked within our services.