



Academic Coaching & STEM Support

Founded & Directed by Donna Maria Pierre Abou Khalife

Master Engineer in Chemical & Environmental Technology

MSc Molecular Chemistry

MSc Technology of Perfumes, Cosmetics & Dyes

BSc Chemistry

Academic Coaching Enrollment Agreement

1. Booking & Payment

- Individual sessions must be paid in full prior to the scheduled appointment.
- 4-session plans require a 50% deposit upon enrollment. The remaining balance must be completed before the second scheduled session.
- 8-session plans require a 50% deposit upon enrollment. The remaining balance must be completed before the fourth scheduled session.
- Failure to complete the remaining balance by the specified deadline will result in immediate suspension of future sessions until payment is finalized. Continued non-payment beyond 7 calendar days may result in permanent cancellation of the remaining package sessions without refund of deposit.
- Payment confirms reservation of the selected time slot.
- Payments must be made via approved payment methods communicated by Intellecta.

Payment Deadline

- Invoices must be settled within 24 hours of issuance to secure the requested time slot.
- Unpaid invoices after this period may result in the release of the reserved slot without further notice.

2. Session Format & Technical Responsibility

- Sessions are conducted online via the designated platform (Google Meet).
- Students are responsible for ensuring a stable internet connection and a functional device.
- Technical issues on the student's side do not qualify for cancellation, refund, or time extension.
- In the event of technical issues on the side of Intellecta, the session will be rescheduled accordingly.
- Intellecta reserves the right to discontinue services in cases of repeated policy violations, inappropriate conduct, academic misconduct, or failure to adhere to professional standards.

3. Cancellation & Rescheduling Policy

- A minimum of 24 hours' notice is required for cancellations or rescheduling.
- Cancellations made less than 24 hours before the session will be considered completed and charged in full.
- Rescheduling requests within the 24-hour window cannot be guaranteed and remain subject to availability.
- Unprepared attendance does not extend session time.

4. Late Arrival & No-Show Policy

- Students arriving late will receive the remaining portion of their scheduled session. Sessions will conclude at the originally agreed time. Sessions will not be extended due to late arrival under any circumstances.
- Failure to attend a scheduled session without prior notice will be considered a completed session and charged in full.
- Respect for scheduled time is essential to maintain professional standards.
- Repeated late cancellations or scheduling disruptions may result in discontinuation of services at the discretion of Intellecta.
- In the event of unforeseen circumstances (serious illness, emergency, or events beyond control), sessions may be rescheduled by mutual agreement.
- Intellecta is not liable for delays or cancellations due to circumstances beyond reasonable control (including but not limited to power outages, national disruptions, or platform failures).

5. Package Validity

- 4-session plans must be used within 30 days of the first scheduled session.
- 8-session plans must be used within 45 days of the first scheduled session.
- Unused sessions beyond the validity period will expire unless otherwise agreed in writing.
- Consistency is essential for measurable academic progress.
- Once a recurring time slot is agreed upon, it is reserved specifically for the enrolled student. Repeated rescheduling may result in loss of the recurring slot.

6. Academic Integrity

- Intellecta provides structured academic coaching and guidance.
- Sessions are designed to strengthen understanding, strategy, and independent academic skills.
- Direct completion of assignments, examinations, or graded assessments on behalf of students is not provided.
- Lab reports and thesis reviews focus on structured feedback, refinement, and academic improvement—not authorship.
- Intellecta does not assume responsibility for institutional policies, grading decisions, university regulations, or third-party academic evaluations.

7. Communication Boundaries

- All scheduling, cancellations, and academic communication must occur through designated communication channels.
- Academic assistance outside scheduled sessions (including assignment help via messages) is not included unless previously agreed upon.

- Excessive messaging, urgent requests, or repeated out-of-session academic assistance may require booking an additional session.
- Response time for messages is within working hours. Messages sent outside working hours will be addressed on the next business day.

8. Results Disclaimer

While Intellecta provides structured guidance and strategic academic planning, academic results ultimately depend on the student's effort, consistency, preparation, and independent study. Intellecta does not guarantee specific grades, admission outcomes, or academic awards.

9. Refund Policy

- Completed sessions are non-refundable.
- Payments for structured plans are non-refundable once the first session has been conducted.
- No refunds will be issued for unused sessions due to student scheduling conflicts.
- Any exceptional cases will be reviewed at the discretion of Intellecta.
- Deposits for multi-session plans are non-refundable once enrollment is confirmed.

10. Parental Involvement (For Students Under 18)

- Students under the age of 18 must have parental or guardian approval prior to enrollment.
- Parents or guardians may request progress updates where appropriate.

11. Student Preparedness & Participation

- Students are expected to attend sessions prepared with relevant materials, prior assignments, and necessary resources.
- Sessions are structured and time-bound. Unprepared attendance does not extend the session duration.
- Consistent participation and effort are required to ensure measurable progress.

12. Professional Conduct

- Respectful communication and professional behavior are expected at all times.
- Intellecta reserves the right to discontinue services in cases of:
 - Repeated policy violations
 - Disruptive or inappropriate conduct
 - Academic dishonesty
 - Failure to adhere to agreed standards

13. Intellectual Property

- Sessions may not be recorded, distributed, or shared without prior written consent.
- All materials, academic frameworks, study systems, and strategic documents provided during coaching sessions remain the intellectual property of Intellecta. These materials may not be copied, distributed, or shared without written consent.

Agreement

By enrolling in services provided by Intellecta, students and/or parents confirm that they have read, understood, and agreed to the above Terms & Conditions.

Enrollment and payment constitute formal acceptance of these policies.

Intellecta is committed to maintaining structured academic standards, professional communication, and student-centered support. These policies ensure fairness, clarity, and consistency for all enrolled students.

Student Name: _____

Parent/Guardian Name (if under 18): _____

Signature: _____

Date: _____