



## Testing Deposit, Scheduling, and Refund Policy

1. A \$100 deposit upon registration is required for an evaluation. The deposit will be applied toward the total cost due for testing.
2. Periodically, The Reading Center increases its fee for services. Following a testing fee increase, clients will be given a 60 day window to schedule a testing date for the cost of the service that was published on the date the deposit was received. If the client chooses to reschedule the testing date, the new fee will be applied.
3. If a registrant does not provide the required documentation for the evaluation within ten business days of the confirmation email, the registration will be cancelled and \$50 of the \$100 deposit will be retained by the organization. If the client still wishes to pursue TRC services they will be required to re-register with a \$100 deposit.
4. Upon confirming an evaluation date, **the remaining balance of the evaluation is required to be paid.** Arrangements can be made for installments as long as it is paid before the evaluation date. The payment can be completed via credit card over the phone.
5. Rescheduling
  - If requesting to reschedule an evaluation earlier than 10 business days before testing date, no additional fee will occur.
  - If rescheduling an evaluation within 10 business days, a \$100 rescheduling fee will be collected upon securing the new date.
6. Fees and Refunds
  - If the client **cancels a scheduled evaluation** that they have paid for in full, there will be a \$100 cancellation fee and \$50 of the deposit will be retained, equaling \$150 retained by The Reading Center. If the client paid partial installments, then the \$150 (cancellation fee and half the deposit) will be kept and whatever remains will be refunded to the card that was charged.
  - Refunding payments made with a credit card or through Pay Pal will be subjected to a 3% credit card processing fee.