

Tutorologix™ Tutoring Policies

General Policies

Session Length: Session Length: A session is defined as 55 minutes. Two-hour sessions are the minimum that will be done with the 5 minutes in between the first and second hour used for breaks and time to refocus before the next hour starts.

Billing & Payment Procedures: All sessions are paid for in cash.

Scheduling Additional Sessions: You can schedule any needed additional sessions (or make any changes to your schedule) by contacting me directly. If tutoring for another subject matter is needed, this needs to be made clear 72 hours before another scheduled session you may have with me and not at the time of tutoring services.

Supervision: a parent or another adult must be present during at-home sessions or those taking place after 5pm.

Cancellation/No-Show Policy:

To facilitate the scheduling of lessons, I will enforce the following cancellation policy going forward:

If a student wishes to cancel the lesson, she/he must provide notice at least **72 hours (3 days)** prior to the beginning of the lesson. If a student cancels less than **72 hours (3 days)** in advance, a cancellation fee of 100% of the lesson cost will be assessed. Rescheduling a cancelled session does not negate the fact that it is cancelled and I will still assess the fee in addition to the fee for another session scheduled shortly thereafter on a day/time I don't regularly tutor the student.

If an ACT/SAT student cancels less than **120 hours (5 days)** in advance, a cancellation fee of 100% of the lesson cost will be assessed. Rescheduling a cancelled session does not negate the fact that it is cancelled and I will still assess the fee in addition to the fee for another session scheduled shortly thereafter on a day/time I don't regularly tutor the student.

Cancellations for illnesses will not be given an exception to the rule because I don't have the time to verify an illness with 25+ students, especially during final exams. Rest assured, the cancellation fee goes towards plenty of time I don't bill for. I spend time upfront each week for each student preparing Google Forms (practice quizzes & tests). For some students (especially honors level and algebra 1, geometry, algebra 2, and physics students), I can spend up to 3-4 hours on a single Google Form or multiple versions of a practice quiz/test so that I create effective practice tests that model a teacher's questions throughout any given unit. Same-day cancellations and anything less than 72 hours are almost impossible to find a replacement to make up for the lost preparation time and compensation for time I committed to as well.

For students informing me of several weeks in a row of cancellations:

I will not hold days/times for students unless **one** month (4 sessions at the rate currently quoted at) of lessons is paid for (cash payment only) before leaving for a vacation or going on winter/spring break. If tutoring sessions are not continued during the summer there will also be no reservation of

days/times upon the start of the new school year unless a **two** month commitment is paid for in full (cash payment only) before the student's last day of school.

Summer 2019 Lessons Policy Update (Starting June 1, 2019):

All lessons scheduled during the summer must be paid (cash payment only) for **three weeks** in advance.

2019-2020 School Year Update (Starting August 1, 2019):

All lessons scheduled during the 2019-2010 school year and thereafter must be paid (cash payment only) for **three** weeks in advance.

I maintain the ability to relinquish my responsibilities as a tutor for repeated cancellations (greater than three consecutive sessions) and/or "no-shows" which will result in a "lock-out" and I will not schedule any tutoring sessions until I have received payment (cash payment only) for cancelled sessions and payment (cash payment only) for **one** month in advance.

2018-2019 School Year 2nd Semester Final Exams Update (Starting April 1, 2019):

If you know that your son/daughter will need additional sessions for finals week, I will commit to days/times you would like in exchange for payment and receipt of that payment on the day of our next tutoring session.