



## ACCUTUTOR POLICIES

These Policies are put in place to ensure student safety, and that the educational services (“Tutoring” and “Courses”) work best for all parties involved. AccuTutor and its representatives respect the time of students and their families (“Client”), and tutors as well. AccuTutor requires and appreciates your adherence to these policies.

### 1. SESSION DURATION:

The minimum duration for any in-person tutoring session is one (1) hour. Online sessions (e.g. e-mail, instant messaging) will be billed in 5-minute increments with a minimum of 15 minutes for that day. In-person sessions will be billed in 5-minute increments beyond the first hour.

### 2. STUDENTS UNDER THE AGE OF 18:

AccuTutor requires that a supervising adult (over the age of 18) be present in the home (or other selected location) during a Tutoring session for students under the age of 18 (“Minor”). If a Tutor arrives for a scheduled session and there is not a supervising adult present with a Minor student, the Tutor must leave and the client will be charged for that hour.

### 3. BILLING:

For all individual programs, AccuTutor bills clients for each month’s work following receipt of the Tutor’s initialed time sheet after the end of the month. Client will be billed for those hours completed with the Tutor (one hour minimum for in-person sessions); one hour each time that a supervising adult was not present for a scheduled Tutoring session with a Minor student; and one hour each time a Tutoring session is cancelled with less than 24 hours’ notice. For Courses, payment for the entire course will be required prior to a student’s participation in the course. AccuTutor requires all clients to have a valid credit or debit card on file at all times. Visa, MasterCard, American Express, and Discover credit and debit cards are accepted. On enrollment Client grants permission to AccuTutor to validate the card on file by authorizing a hold for a nominal amount to the card, with that authorization lapsing in 30 days, and for any subsequent card provided by Client to AccuTutor thereafter.

Clients may pay by check, but prompt payment is expected. Client authorizes AccuTutor at its discretion to charge the card on file without prior notice for all open balances if there are any outstanding balances unpaid for 30 days after their invoice date.

#### 4. CANCELLATION AND RESCHEDULING SESSIONS:

AccuTutor encourages close communication between Students/Parents and their Tutors to minimize cancellations and rescheduling yet maximize scheduling accommodation. Emergencies happen, but good communication helps maintain the working relationship. Students/Parents are required to provide at least 24 hours written notice (e-mail is recommended) to the tutor and AccuTutor for any scheduling changes. If a Student/Parent fails to provide the tutor and AccuTutor such notification, one hour will be charged to the client's account. The Tutor will be compensated for showing up even though the Tutoring session was not held. Tutors are also to provide at least 24 hours notice in writing to the client and AccuTutor (e-mail is recommended) for any scheduling changes. If a Tutor fails to give proper notification, an hour will be deducted from their pay.

#### 5. TUTORING AT LOCATIONS OTHER THAN THE HOME:

In some cases, Client may request that one or more Tutoring sessions take place at a location other than the home of the student, such as a public library or school. While our preference for Tutoring is in the student's home, we will make accommodations when necessary. For students under the age of 18, we require that a supervising adult be present at the location during the session. Tutoring at a location other than the home must take place at a public facility in an open area that is in plain view of the supervising adult. It is also the responsibility of the client (supervising adult if student is a Minor) to make arrangements for transportation, supervision, and the physical location. Neither AccuTutor nor the Tutor is responsible for any diminished effectiveness of the session due to noise and other distractions common in public locations.

#### 6. WORKING WITH TUTORS:

AccuTutor's mission is to make the best possible placements, and to encourage strong working relationships between parents, students and tutors. In order to create these placements, AccuTutor shall retain all agency rights between AccuTutor Tutors and the AccuTutor Clients with whom they work during their assignment(s) with that Client, and for a period of one (1) year following completion of any assignment with that Client. Tutors shall not provide tutoring to any AccuTutor Client (and in the case of a parent or guardian, Client's other children or other members of the household) privately for a direct fee while employed by AccuTutor, and postemployment for a one (1) year period beginning on the date the employment ends, even if the Tutoring is for a different subject than that for which the student is enrolled.

Thank you for your consideration,

AccuTutor

Acknowledgement: \_\_\_\_\_ Date: \_\_\_\_\_