

### Initial Meet and Greet

Prior to the first session, I find it beneficial for both myself and the student to organise a **5-10 minute online meet and greet** via Microsoft Teams or any other program that the student prefers. This is to establish the student's needs and concerns with regards to their subject and to safeguard both myself and the student's family by establishing a trusting relationship before meeting in person.

### Payment

Parents or guardians may pay for sessions individually on a session-by-session basis. I can accept bank transfer or cash, and will normally send an invoice on the day of the session if payment has not already been received. However, there is the option to purchase **a bundle of 4 sessions in advance at a discounted price**, available upon request.

### Running Late

If I am running late, I will contact the parent or guardian directly to inform them of how late I am expected to be. If convenient for the family, I will stay for the session's full time once I arrive. If I have another tutoring session immediately after, the family can have me stay late or come early on another day, or I will offer a discounted rate for the shorter session. If a family is running late, I request that they contact me as soon as possible. If the student is late, I will wait for them to begin and end the session at the regular scheduled time. They will be **charged for the full session**. If I receive no response from the parent or student whilst waiting, then I will leave after **20 minutes**, and the family will still be **charged in full**.

### Cancellations

If I need to cancel a session for any reason, I will attempt to give you at least **48 hours'** notice, and you will not be charged for the session at all. Families may cancel up to **48 hours** prior to the scheduled tutoring session without charge once per month. If this occurs more than once in a four week period, families will be charged in full for all cancelled sessions after the first. If the family cancels the tutoring session less than **48 hours** before the session, this will be excused the first time as a gesture of good will. For any cancellations made **less than 48 hours** before the scheduled tutoring session after this, the family will still be charged an amount **£5 less than the price of the full session**. Any cancellations made **less than 24 hours** before the session will be charged **full price** for said session. If, of course, there is an emergency, the cancellation will be excused.

### Illness

I understand that last minute cancellations can be out of your control. If your concern is simply spreading illness, and your child is well enough to participate in tutoring, I really appreciate your concern and will offer an online session in place of any ordinary face-to-face session. In the event that you need to cancel **under 48 or 24 hours before the session** due to your child being too unwell to do the session, I will offer to send over work for the student to complete that week as homework with clear tasks and instructions in exchange for a payment **£10 off the agreed price for the original session** in order to safeguard my income during flu season as well as ensuring your child doesn't miss out entirely for that week.

### Make-up Sessions

If I or a family cancels a session, we can attempt to schedule a make-up session dependent on both of our schedules. This might not always be possible.



### Termination of Tutoring

Both parties reserve the right to terminate tutoring at any time if circumstances change. I will attempt to inform a client of this at least **two weeks in advance** where possible. I request the same courtesy if a client wishes to cease tutoring with me.

### Zero Tolerance

Communication between myself and parents, guardians or students can absolutely be friendly but should always be **professional**. I work on a zero-tolerance policy for rudeness or anything else deemed inappropriate and will reserve the right in this instance to terminate communication and services with immediate effect.

### No Result Guarantee or Warranty

Although I will evidence progress made by your child while under my tuition, I can make no promises or warranties with regards to their performance or subsequent results of sitting exams or tests after any tutoring provided.

By signing below, you are agreeing to abide by all of the policies and procedures laid out in this document.

Signed:

Date:

Failure to abide by these policies and procedures may result in termination of work or correspondence with LMTutoring.

Thank you so much for your time and cooperation

