

Terms and Policies

As your tutor, it is my pleasure to assist you in achieving your full potential. However, I wish to remind you of certain rules and protocols to enable our relationship to run more smoothly. Please review the Tutoring agreement in the following page.

Tuition Fees and Payment:

- For a one-to-one session in the e-tutorpro office or online, the tuition fee is \$80 per hour. Should any modifications be made by me, you will be notified in advance.
- In-home lessons are not available between 3:00 and 7:00pm from Monday to Thursday, and 10 am to 5 pm on Saturday during the academic year. Outside these time limits please contact me. These sessions must be a minimum of 1.5 hours at \$100 per hour.
- Advance payment based on 5 sessions is required prior to the start of the first session. A receipt will be issued after each payment.

Discounts:

- Advance payment for 10 sessions (\$800) or more will receive a one-hour bonus (11 hours at the price of 10).

Locations:

1. Unit 110-265 25th Street. West Vancouver V7V 4H9 weekly Monday, Tuesday, Wednesday, Thursday, and Saturday
2. Port Moody Library on Sundays
3. Anywhere in the vicinity of Downtown Vancouver or Port Moody on Fridays
4. Online: worldwide during Pacific Standard Time zone working time

Payment Methods:

- E-transfer through email: info@e-tutorpro.com
- PayPal
- Cash

Cancellation: Please refer to the Tutoring Agreement.

Tutoring Agreement

1. Students and tutors are expected to act with mutual consideration and respect at all times. Both parties agree to come prepared, with appropriate books and materials, to all sessions.
2. **Schedule:** A mutually convenient schedule will be determined and is expected to be adhered to. All appointments are to start on time; students and tutor are expected to notify each other if running late and work out arrangements for a full session, if reasonable, considering both parties' availability. If requested and when possible, the tutor may arrange for re-scheduling of sessions. Students are not to take it upon themselves to swap sessions with another student. Changes may be requested by voice mail, text or email; however, direct contact should be attempted whenever possible so that an alternate time may be arranged that is convenient for everyone.
3. **Communication:** Students and tutors will exchange telephone numbers and e-mail addresses so that contact and communication is **never** an issue. Please keep this information some place other than just a cell phone directory, in case of lost phones or service.
4. Students and tutors agree that if it is necessary to cancel or re-schedule an appointment, for any reason, notification will be given as soon as possible. Advance 48-hour notice is requested, but with the understanding that illness or emergencies may arise, all parties agree that a minimum of 4 hours' notice may be acceptable under emergency circumstances. If cancellation or re-scheduling is not due to illness or emergency, or if notification by a student is less than 48 hours, a charge for half the regular session fee will be applied. If the student does not contact the tutor at all and does not show up for an appointment, the full session fee will be charged. In return, if the tutor gives less than 24 hours' notice, or fails to appear for an appointment, a half or full session, accordingly, will be provided at no charge.
5. If a student arrives late, he/she will be tutored for the remainder of the scheduled session and be charged the full rate. If the tutor arrives late, he/she will tutor the remaining session time, either making up for time lost at the next session or crediting the next set of bookings accordingly.
6. Students who cancel more than two (2) tutoring sessions without rescheduling within a five-week time frame may forfeit their scheduled time slot. If a student reschedules but arrives late or does not keep the appointment, charges may be incurred as described in #4 above.
7. Students understand that tutors are not expected to do your work, complete assignments, or help you more than you are willing to help yourself.

By signing below, all parties agree to the provisions of this agreement.

Student/Parent Signature

Date

Contact Information

Tutor Signature

Date

Contact Information