THIS FORM MUST BE SIGNED AND RETURNED PRIOR TO BEGINNING TUTORING

TLC Tutoring Protocol and Policies

Tutoring Protocol

- We are committed to connecting you with a tutor who will work well with the specific needs of your child.
- Our goals are to strive for academic success, problem-solving and building confidence so that ultimately your child will gain the skills they need to be successful on their own.
- Both tutor and client will need to be courteous and respectful of one another's schedules.
- For the safety of your child and the tutors TLC Tutoring consults with, it is required that someone over the age of 18 is home during all tutoring sessions **or** that tutoring sessions happen in a public place.

Payment Policy

- **All clients must provide a credit card number to ensure payment, even if you plan on paying with a check or you may send a deposit for 4 tutoring sessions.** No charges will be made to your card unless you choose it as your preferred method of payment **or** we have not received payment on time. The deposit will also be held and used only if payments are late.
- Invoices are sent out every two weeks. **Payment is due immediately** upon receipt of your invoice, either by check or credit card.
- Please choose your preferred method of payment:

□ Check □ Credit Card

Name on card:_____
Billing Address:_____
Phone #_____
Credit Card #_____ Expiration date:_____
CV# (last 3 numbers on the back of card) _____

Late Payments

- If payment has not been received before your next invoice is sent we reserve the right to charge your credit card which will include a $20 administration fee.
- Tutoring sessions will stop until payment issues have been resolved.

Cancellation policy

- If you cancel for any reason, medical illness, or otherwise, we require **24 hours** notice.
    1. Tutor expenses such as time preparing for tutoring sessions and driving cannot be recovered. In addition, short term cancellations prevent other tutoring sessions from occurring.
    2. When sessions are canceled it disrupts the consistency that is required in order to see progress in your child.
- You will be charged the full session amount if 24 hours notice is not given.
- **If you need to cancel tutoring sessions permanently…**Please notify TLC Tutoring at any time. We ask that you give provide two weeks notice so tutors have time to wrap up the work they have been doing with your child.

Referrals

- TLC Tutoring is thankful for your business and welcomes your referrals. The tutor we have assigned to work with you is considered an agent of our organization and has agreed to a 'non-compete'.
- Any referrals, additional service requests or questions you have should be directed to the TLC Tutoring office, not to individual tutors.

I have read and understand the above policies. The agreed hourly Rate is $40/hr.

Name Date Signature

□ Did you sign the form? □ Did you include a credit card or a deposit?