

Our wonderful team of tutors have set personal time aside despite their busy schedules to work with other students. Please be respectful and courteous to all the tutors.

Students are expected to communicate effectively with their tutor about their needs. Each session is limited to 45 minutes.

Please be punctual to all sessions. The tutor's schedules are in priority. Tutors have worked hard to set aside time for their sessions. Students will be marked as a no-show if they are **ten (10)** minutes tardy.

Please refrain from requesting personal information from tutors or discussing personal matters. Detailed inquiries should be made to our main email.

Communication is quintessential between parents, tutees, and tutors. Please respond to tutors as soon as possible when they reach out. It is at the tutor's discretion whether he or she deems the parent or tutee is unresponsive. If so, the tutor has the right to cancel the session.

No profanity or any form of disrespect will be tolerated.

The goal of this program is to encourage students to be able to think independently, learn the process for problem solving, grow in knowledge, and build confidence. Please keep this in mind-- the tutor's role is to guide and assist, not to complete homework or tasks for you.

**Cancellation Policy:**

If you need to cancel your appointment, please login into your account and go to "My Bookings." You can either reschedule a different tutor or cancel your class. Please email both us and your tutor with a reasonable justification in order to process your cancellation request.

Cancellations must be made more than 24 hours in advance for the convenience and consideration of the tutors. In certain circumstances, exceptions will be accepted.

A "no-show" is when a student misses an appointment without cancelling or when they are more than **ten (10)** minutes tardy. If your student cannot make it to class, please notify us as soon as possible so we can schedule another student to take your child's spot. Unfortunately, due to the high demand for classes, we will have to remove your student from the program after two unexcused absences without appropriate justification.

**Booking Policy:**

Due to the high demand of classes, parents are only allowed to book two classes per week. Please book at least 24 hours before the scheduled lesson for the consideration of the tutors.

**NOTICE: We reserve the right to refuse service to anyone.**