

# Frequently Asked Questions to Tiffany's Mobile Tutoring

## How long is the zoom session?

### **Zoom Lessons (\$25 per 30 minutes per child)**

-There is a minimum requirement of 3 sessions. This means that in order for me to tutor your child via zoom, you must schedule 3 sessions with me within the same week. Each session is 30 minutes. Please have paper, pencils, crayons, construction paper, scissors and glue.

-If your child's age is between 3-8 years old, **a parent or guardian is required to sit near the student to encourage compliance during the entire session.** If your child is 9 years old or older, a parent or guardian is NOT required to sit with the student.

## How long is the face-to-face sessions?

### **Face to Face Lessons (\$40 per hour per child)**

- There is a minimum of 2 sessions within the week.
- All materials will be provided for the lessons.
- Behavior is expected to be controlled by the parent during all sessions.
- Each lesson will consist of personalized academic and engaging lessons for each child.
- Goals will be set in order to reach the desired outcome.

## What is Google Classroom?

### **Google Classroom**

Google classroom is an enrichment element. These are academic activities that are provided for your child throughout the summer to keep your child academically engaged.

- **Minimum of (2) two weeks booking.**
- These activities will be project based and require attention and detail.
- Activities will provided challenges that promotes higher order thinking.

## When do I pay?

### **Payment Information/ Refunds**

- Payment is required prior to any services.

- The customer may cancel services by giving a 24- hour notice prior to the scheduled session. The customer will receive a full reimbursement.
- There will be no refunds given within 24 hours of the tutoring session, unless it is an emergency.

## How do I cancel in case of an emergency?

### **Cancellation Policy**

- In the event that an emergency occurs, please contact me immediately to secure a different date.
- Cancellations made 24 hours prior to the appointment will receive a refund.
- If communication is not made, and a no show occurs, then no refund will be provided.
- After 3 cancellations, there will be a consultation surrounding priorities and what steps need to be taken to move forward.

## What happens if I am late?

### **Late Arrivals**

- Fees are calculated according to the times stipulated in the schedule and no adjustments shall be made for the time that is lost due to the late arrival of the student.
- Any lost time because of the late arrival of the Tutor, shall be compensated for by extending a lesson by mutual agreement and by such amount of time that was lost.

## What happens if I cannot make the session?

### **No Show Policy**

- Customers who are not present at the predetermined location when Tutor arrives within 15 minutes late will not be reimbursed.
- Due to the nature of the tutoring sessions being to improve academic performance, it is pertinent that the students attends consistently and on time.

## May I have my pets out for the session?

### **Pets**

- Please put all pets away for the duration of the tutoring session.

## What if I, or someone has been ill, but would like to receive services?

### **Safety**

- Please help ensure that the desired meeting place is a closed in space and quiet for the session to occur successfully.
- Please take all precautionary measures.
- If you or anyone in the house have been sick, or exposed to the Covid-19, please inform the tutor ***prior*** to receiving services