

# QUALITY TUTORING SERVICES

1585 W. BROADWAY SUITE A

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Web: [www.QualityTutoringServices.com](http://www.QualityTutoringServices.com)

## Tutoring Policy

### Office Hours:

Monday – Friday 8:30 am – 5:30 pm. Our instructors are available upon scheduling seven days a week. The latest a tutoring session can go until 10:00 pm. If needed later than 10:00 pm, an extra charge will be applied and is based upon the instructor's availability and willingness.

### SCHEDULING:

- ❖ All initial scheduling is conducted through the office.
- ❖ Once you have been matched with an instructor, any subsequent scheduling is handled directly between you and the instructor.
- ❖ If you are unable to reach your instructor for any reason, please call the office so that we may assist you in contacting them.

### PRICING:

- ❖ All pricing rates could be found on our website.
- ❖ All tutoring sessions are at least one hour in length. If you do not use all of the time in that first hour, you will still be charged for the entire hour. Any tutoring time beyond one hour will be charged a pro-rated amount in 30-minute increments.
- ❖ We believe that consistency in tutoring is one of the main factors that determine how effective we can be with your student. Therefore, we do require a fixed weekly schedule.

### BILLING/PAYMENT:

- ❖ You will receive an invoice from QTS at the end of each month.
- ❖ A billing statement will be mailed or faxed or e-mailed to the client upon request.
- ❖ All clients are required to keep a current, valid credit card on file at all times in order to receive or continue receiving services.
- ❖ All payments for services in the billing cycle will be charged to the client's credit card at the end of each billing cycle with an addition of 3% convenience fee, unless payment by check is requested.
- ❖ Clients whose checks are not received within 15 days of the invoiced billing date and they are not on a payment plan will automatically have the outstanding balance charged to their credit card.
- ❖ Quality Tutoring Services accepts all major credit cards.
- ❖ Quality tutoring services will charge a \$25 amount for any returned check.
- ❖ All checks are made payable to Quality Tutoring Services or QTS and mailed to 1585 W. Broadway, Suite A. Anaheim, Ca. 92802.
- ❖ Should payment become delinquent, Quality Tutoring Services may bring action to collect the debt and client will be liable for any and all costs of collection, including, but not limited to actual attorneys fees and costs.

### CANCELLATION:

- ❖ In order to cancel / reschedule a session, you must contact your instructor or the office at least six hours ahead of the scheduled session time. If you do not adhere to this deadline, you are responsible for the cost of the entire time of the scheduled session.

- ❖ Should you need to cancel other than in accordance with the above deadline, you will be charged the full amount for one hour charge only. Ex: If you scheduled for a 2hr session, you will be charged for 1 hr.
- ❖ Should you need to cancel or reschedule a session please let us know at least six hours ahead of time.

### **RESCHEDULING:**

- ❖ Cancelled sessions should be made up the same week whenever possible so as to maintain the continuity of the tutoring program and its effectiveness in helping the student improve.
- ❖ If after cancelling a regular session in accordance with the above deadlines and the instructor cannot be reached, you have to contact the office and let us know. The instructor will do his / her best to reschedule a session, but for scheduling reasons beyond our control we might have to reschedule with a substitute instructor to make up a cancelled session.

### **STUDENT LATE ARRIVAL:**

- ❖ If no one is home when the instructor arrives, the instructor is instructed to wait only 15 minutes, then leave. They will contact the office to inform us that the student did not arrive.
- ❖ If the student shows up late to the scheduled session, the instructor is only required to give you the remaining time in the session.

### **INSTRUCTOR LATE ARRIVAL:**

- ❖ If the instructor is late for any reason, the instructor will give you the full time of the scheduled tutoring session starting from the time the instructor arrived.
- ❖ As a courtesy to you, the instructor is expected to call if he / she will be late for any reason.

### **YOUR RESPONSIBILITY:**

- ❖ Quality Tutoring Services maintains detailed, computerized records, but be aware that it is your responsibility to:
  1. keep a track of the number of hours you have received
  2. Contact the office when you wish to stop receiving tutoring sessions.
  3. Cancel for any school / legal / religious holidays or vacations.
- ❖ Even during holidays and vacations, Quality Tutoring Services will assume you are expecting your instructor as regularly scheduled unless you call to inform the instructor and / or the office otherwise.