FINALLY FAIR LEARNING SOLUTIONS

**TUTORING POLICIES**

**Tutoring session length and can I stay?**

Typical tutoring sessions are from 45-60 minutes in length. Yes, parents can stay in the seating area outside the tutoring room where there are french doors to see in. You can also drop your child off if you chose to. \* Covid has changed my seating area, but you are still welcome in.

**Discontinuing service**

If this is the case, please don’t worry. If I am not the right tutor for your child, or your child is not right for my services, we can agree to dissolve our relationship at any time. I just ask for notice of between one and two weeks so that I can let any wait-listed families know about an upcoming opening in my schedule and they can arrange things on their end. At any time either of us can decide that services are no longer needed.

**School calendar**

I follow the local San Antonio public and private school.

holidays.

**Parking**

I tutor from my home and I would not want any of my neighbors inconvenienced with client vehicles being in their way. This can easily happen, especially around arrival, and possible overlapping dismissal times. Please make sure to park directly in front of my home, and not in front of any neighboring homes or driveways. If there is not enough space, and you are just dropping off or picking up, then feel free to park in the driveway for that very short period of time (unless your car leaks oil of course, then please don’t). You can also block/park directly in front of my own driveway, if there is already a car in front of my home.

Also, please wait in your car for me to come out and greet your child. I may have another student I am still teaching, or I, myself may not be ready. I am characterized by being ready on time, but there may be extenuating circumstances one day and I don’t want you standing and waiting at the door thinking I am not home.

**Inclement Weather**

We typically follow NEISD closings. If school is canceled but the roads improve later in the day, we may still meet. The decision will be made the day of your session via text. If a class is canceled, a session will be rescheduled individually with each family.

**Attendance**

Regular attendance is important in order to maintain progress. In almost all cases, 2 or more lessons per week are required. I want your child to improve as quickly as they can, and once a week sessions are practically worthless for effective forward progress unless consistent work is done at home each day.

Please let me know about any cancellations as soon as possible. If need be, put a timer on your phone to remind you of our appointment.

In the event that I need to cancel, make-up lesson times will be offered. If a make-up lesson is not possible, you will be credited for that lesson if you have already paid.

One last item for attendance, PLEASE have your child bring their binder to every lesson. We work off previous material and I need the binder to be consistent in my planning. If your child shows up without their binder, the lesson will be shorter due to not being able to go over last lesson’s homework and material. The fee however will be the same.

**Inconsistency/late arrivals (PLEASE READ)**

Consistent attendance is necessary in order for tutoring to be effective. When you sign up for tutoring, you are reserving that slot for your child.  Unlike at a doctor’s office, where appointment times are interchangeable, once your spot is reserved just for you, it is no longer available on the calendar for other families, whether you show up or not. Please understand that most of the time I have turned away other families who could have used that spot for their child, either as a make-up day or for a family on the wait list.

Please choose times that you are able to commit to attending, as I am unable to offer refunds for missed sessions. You will need to pay for/reschedule that session if you do not notify me of an absence. I prepare for your child’s arrival and if I am sitting there waiting and you are a no show, and have not let me know, it is wasting my time. Please be prompt for every session, and I will do the same.  If you are running late, please call/text and let me know.  I am usually unable to extend the session if you arrive late.  Notify me at least 24 hours in advance of a cancellation.  Two cancellations without notice will result in a full payment due at the next lesson.

**I never want money to be an issue, that is why I have set these policies up, so there is no confusion. However, please come to me if there is ever any extenuating circumstances. I am flexible and understanding.**

**Payments**

Payments can be made via PayPal, Venmo, Zelle, cash, or check (made out to “Finally Fair Learning Solutions” or made out to “Kimberley Cobb”). Some clients pay at the end of each session, or at the end of the week. You may also ask for a total for the month and pay that way, ahead of time. Please put a date of service on any payments made. Lastly, it is awkward for me to ask for a payment, so please make sure to pay on time.

**Homework**

The homework that is assigned is mainly repetition of what they learned in the lesson and are simple exercises; they are intended to be easy enough to complete without frustration but they are not for your child to complete alone.

Students must practice the skills correctly or they are undoing the work they learned in our tutoring session. Homework is usually around 20 minutes, and only on the days your child does not come to a lesson.

**If completing homework becomes an issue it will be cause for terminating our tutoring agreement.** Struggling readers must practice every day. That is why they do not succeed in school as easily as others, so please make sure your child is working on our skills DAILY. I cannot stress this enough.

**Privacy Policy**

I may collect certain personal information to be able to provide a more individualized intervention plan. This information will not be shared or sold to third parties.

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Signature Date