

# POLICIES



**Guardians/Parents** – During each tutoring session, a parent or guardian over the age of 18 must be present in the place of tutoring. If a student is acting up during a tutoring session and you can't get the session back under control, please advise the parent. This does not apply if you are meeting at a mutually agreed upon public location. In case a parent/guardian is not present upon arrival at the tutoring session, please contact Carol at 586.942.2524

**24 Hour Notice** – We require 24 hours' notice for session cancellation. The student must provide the same notice. Exceptions would include emergencies or unexpected sudden illness. Any exceptions or emergencies on either side must go through your point of contact at our office. If the family does not give you 24 hours' notice prior to cancelling or missing a session, you should report 1 hour of tutoring time and include the reason, situation and details linked to the cancelled or missed session in the session notes.

**Cancellation/Re-Scheduling** – If you need to cancel or reschedule more than 1 session with your student, you must call or email the office and speak with your point of contact. It is very important that every effort is made to maintain consistency of schedule for families. If it is just one session, please coordinate with the families to reschedule. Tutors must keep the office informed of any changes to tutoring schedules in order to assist the office in providing effective customer service.

**Cell Phones** – Please turn off the ringer of all electronic devices such as cell phones prior to a tutoring session. We request that no cell phones are used during tutoring unless the technology (Application) is required for the session. Our goal is to avoid distractions during the session and respect the student's time.

**Professional Dress** – As a professional representing Tutor Doctor, please dress accordingly. Business Casual attire is recommended and we request no jeans or workout clothing.

**No Socializing** – Do not chat during valuable tutoring time. We understand that you are building a relationship with your student, but please save the chat for after the tutoring session.

**Communication** – Please communicate with our office effectively. Send us emails to keep us posted on developments or conversations with the teacher or parent. If any student/family issues arise let us know immediately. Please do not attempt to deal with these issues on your own. We want to support you.

**Re-Match** – Our goal is to match you with the best student based on your skillset(s) and attributes, but in the event that the match is not working out due to personalities or content, please contact our office and advise us immediately.

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**Holiday, Termination of Contract, etc.** – If you plan to be unavailable to fulfill your regular tutoring duties for any period of time, due to holiday or any other planned leave, or if you intend to terminate your contract, please provide us with at least two weeks' notice to our office and not the family. Please call us so we can work out temporary coverage, or an exit strategy, with the family. We do not want our families stressing over who their next tutor will be and will take care of logistics to match the student with a new or fill-in tutor.

**Non-Solicitation** - It is a breach of the contract to privately tutor any students to whom Tutor Doctor introduces you. In addition, referrals of potential new clients or other business derived as a result of your Tutor Doctor work must be directed to Tutor Doctor rather than you undertaking that work yourself.

If you have any question regarding this email, feel free to contact us at [cazarovitz@tutordocor.com](mailto:cazarovitz@tutordocor.com).