

PES policies were designed to respect all involved parties and their schedules. They reflect what you may expect if your child were to participate in a paid sport or another therapy situation. Tutoring, like all new learning, is a cumulative process and your child's consistent attendance directly affects their outcomes.

### Attendance Policy

- Lesson dates are a set schedule, much like sports practice schedules and private school calendars.
- Each session is typically 2-4 months, often containing an *average* of 6-7 lessons per month.
- Please arrive 5 minutes early, to the office or online meeting, and have your drink or restroom needs met.
- For in office lessons, please be onsite 10 minutes before lessons end for overview and pick up.
- In case of extreme weather and WIFI outages, your tutor will contact you if schedule changes are necessary.
- In office illness policy – As with school attendance, if your child has a fever or unsettled stomach (nausea, vomiting) within the last 24 hours stay home to avoid spreading your illness. If your child was not well enough to attend school on a lesson day, then they would not attend tutoring lessons either.
- Online illness policy - a lesson may be attended even if the child is unwell. The decision to cease or continue with a “sick day” lesson will be at the discretion of the tutor.

Initial \_\_\_\_\_ Date \_\_\_\_\_

### Lesson Makeup Policy

- If your tutor is absent then you will be offered a credit towards your next session registration or an additional makeup scheduled within the same month as the tutor's absence at a mutually agreeable time and date within a month of the tutor absence..
- Free makeup lessons are offered 2 times a year, on a day scheduled by your tutor. These days are pre-scheduled and noted on your calendar, not provided as needed and are not “banked”. RSVP required.
- If your child attends in person lessons, then they may also have 2 remote makeup lessons per school year. These are provided at the regular dates and times as their typical schedule. The only difference is the venue.
- Lesson cancellations within 24 hours are eligible for the upcoming lesson make-up.
- Forgotten lessons will not be made up or rescheduled.
- Arriving at office lessons or logging in to online lessons 15 minutes late constitutes a forgotten lesson.
- If you are unable to attend a lesson, provide at least 24 hours notice.
- Lessons will not be rescheduled for any reasons including - vacations, parties, school events, camps, or medical appointments.

Initial \_\_\_\_\_ Date \_\_\_\_\_

### Payment Policy

- Price - Tuition may be paid monthly or per session.
  - Full session payments (rather than monthly) include a payment discount (no monthly fee).
  - Tuition due date - the first day of each month. Reminders not provided.
  - New client first payment through Venmo due the same day as registration.
  - All following payments may only be a mailed check or ACH automatic withdrawal.
- Late payments
  - A late fee of \$30 will be added to every month's tuition arriving after the first of the month.
  - After initial payment is made, payment requests are sent *only* when tuition is late *and* accrue an additional \$30 per request, on top of the late fee.
  - Late payments may result in lesson suspension or termination.
- All payments, including deposits, are non-refundable and non-transferable.
- To retain tutors of the highest quality and provide professional development to keep them abreast of current research, tuition rates increase annually with fall registration at a typical rate of 8-10%

Initial \_\_\_\_\_ Date \_\_\_\_\_

**The undersigned agree to the above attendance, lesson makeup, payment, and other policies of PES.**

Name \_\_\_\_\_ Signature \_\_\_\_\_

Date \_\_\_\_\_ Email \_\_\_\_\_

Cell \_\_\_\_\_ Client (student) Name \_\_\_\_\_