



jackson hole tutoring

PARENT/STUDENT POLICY MANUAL

This Manual sets forth the expectations of Jackson Hole Tutoring (JHT) and our assigned Tutor to you, the Student, and to the Parent or Legal Guardian (or other adult representing the Student), hereinafter referred to as Parent. It also sets forth our obligations to you and your obligations to us. Agreeing to these expectations and obligations will help us to insure that you receive the best possible instruction and results.

We hope that our tutoring services exceed your expectations and we will make every effort to help your student(s) to feel confident and comfortable with their Tutor, while making meaningful progress in their course of study.

OBLIGATIONS OF THE TUTOR and COMPANY

- The Tutor agrees to individually assess the Student's knowledge of the subject matter to be instructed, to develop an individualized plan to maximize student mastery of the subject, and to evaluate the Student's understanding of the subject on an ongoing basis.
- The Tutor agrees to communicate regularly with the Parent regarding the Student's progress and needs regarding subject mastery.
- JHT and its staff and Tutors will make themselves available to communicate with the Parent at times convenient for the Parent and JHT. JHT acknowledges that this may be at late hours or weekends.
- The Tutor commits to do all preparation prior to sessions and to structure sessions in such a way as to optimize time to the benefit of the Student.
- The Tutor and JHT both shall keep confidential all of the Student's information and will contact other parties involved in the education of the Student only if given written permission by the Parent to do so.
- Neither the Tutor nor JHT shall assign any of their duties nor obligations under the tutoring agreement to a third party without the written permission of the Parent.
- The Tutor shall at no time be required or obligated to execute homework or assignments on behalf of the Student.
- The Tutor shall at no time assist with the completion of non-standard examinations. This includes, but is not confined to "Take-Home" tests and online Tests/Quizzes assigned by other not affiliated with Jackson Hole Tutoring.



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OBLIGATIONS OF THE STUDENT

- The Student commits to assist the Tutor in identifying problem areas in which the Student needs specific tutoring. Upon the scheduling of the session, the Student should specify what he/she wishes to cover during the session.
- The Student agrees to provide their own materials needed for each tutoring session (e.g. paper, pencil, textbook, etc.).
- If the Student requires or wishes supplementary practice problems, he/she must request this at the time the session is scheduled.
- The Student agrees that homework forms an integral part of tutoring. Before attending any session, the Student commits to attempt all homework assigned both in school and by Tutor.

OBLIGATIONS OF THE PARENT

The effectiveness of our tutoring can only be evaluated in the context of new – after tutoring - performance of the Student relative to his/her past performance, such as on school grades or tests. Therefore, the Parent shall:

- Communicate with the Student and his/her Classroom Instructor regarding the areas of subject strength and weakness, and communicate findings to the Tutor.
- Insure that the Student is completing assigned homework by the Tutor and practicing assigned lessons.
- Communicate with the Tutor at regular intervals regarding the progress of the Student in the subject matter being tutored – especially regarding improvements in school grades and tests, and evaluations by their school instructor.

RIGHT OF THE TUTOR TO REFUSE SERVICE

We hope our tutoring services will be a positive experience for all involved. Our reputation, *and your recommendation of our Company to others*, both depend significantly on this experience and outcome. However, we reserve the right to refuse service to any student in the case of, but not limited to, behavioral issues or lack of effort by the student. We commit to communicating these instances to the Parent in advance of refusing future service, if possible.



jackson hole tutoring

In addition, we cannot guarantee grades or performance; there are many factors outside of our control that impact a student's learning and achievement. Therefore, Jackson Hole Tutoring is not liable and does not guarantee an improvement in grades, test scores, or scholastic achievement. However, we will do our best to promote learning, to provide clear instruction, to communicate with the parent/guardian, and to encourage the student, so they can achieve academic success.

RIGHT OF THE PARENT TO CANCEL SERVICE

The parent or guardian has the right to cancel tutoring services permanently with JHT at any time. Notification must be given at least 48 hours in advance of the next scheduled session to avoid a cancellation fee. See 'CANCELLATIONS'.

Feedback is important to us. While we don't require it, we would greatly appreciate knowing the reasons why you choose to discontinue using Jackson Hole Tutoring.

PRESENCE OF AN ADULT DURING TUTORING SESSIONS

For ALL times during tutoring sessions, whether the site is a private residence or neutral location, there MUST BE at least one (1) parent, legal guardian, or adult over the age of 18 present during the entire session, regardless of the time and location of the session. The adult shall be mutually approved by the Tutor and the Parent. This requirement shall only be waived by signature of the liability release, provided by JHT and signed by both Parents/Guardians (where applicable).

If, at any point during the session, the adult leaves the site, the Tutor has the right to terminate the session and leave the site. This act of the accompanying adult leaving the site knowingly, thereby leaving the Tutor alone with the Student violates our internal policies and our insurance coverage. In addition to termination of the session, the parent will be charged for the full scheduled compensation.

LOCATION OF TUTORING SESSIONS

In general, tutoring sessions will be scheduled in the Student's primary residence, a common public location such as the Library or the Student's School, or at the office of Jackson Hole Tutoring in Downtown Jackson, WY. All tutoring sessions that occur at a private residence must take place in an open room such as a family room, living room, or kitchen only. No closed door tutoring under any circumstances. This policy applies



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regardless of the student's age. Tutoring location may vary for each individual session. The Tutor and Company will make every effort to accommodate the Student and Parent regarding the location of sessions.

PAYMENT FOR TUTORING SESSIONS, BILLING ARRANGEMENTS

A minimum of 1 hour is charged for any tutoring session. After the 1st hour, the Student is charged for every additional 15 minutes of tutoring. Terms of payment are stated on the Student Registration Agreement (SRA). JHT will attempt to make paying for services convenient and fair, and we accept personal checks, direct deposit, and most Major Credit Cards.

Jackson Hole Tutoring requests that Parent/Guardian does not pay Tutor directly for tutoring services.

To initiate tutoring services, a credit card is required to remain on file. The credit card will NOT be charged without permission. However, payments not remitted within 60 days of invoice receipt will be charged to the credit card on file. JHT will send a reminder email prior to any credit card charges. Terms of payment will be listed on the Student Registration Form. For convenience, clients may opt to have their credit card billed monthly by JHT. Monthly statements will be issued.

Invoices are due within 20 days of the invoice date, after which they are considered past due. Past due invoice amounts are subject to a 1.5% interest charge for each month that payment is past due. If you need special arrangements, contact JH Tutoring PRIOR to the being invoiced.

SCHEDULING SESSIONS

The client will communicate directly with the Tutor for scheduling tutoring sessions. Reminders for scheduled sessions should be organized between the Tutor and Parent/Guardian or Student.

CANCELLATIONS

Because our Tutors typically schedule their students more than 48 hours in advance, a missed or canceled appointment by the Client is a lost opportunity for us to schedule another student during the same time period. Therefore, **we will charge a full hour for canceled appointments.** To avoid any cancellation/missed appointment penalties, **the Client must cancel before 48 hours of the scheduled appointment.** As a courtesy to our clients, there will be no charge for the first cancellation within 48 hours of the scheduled appointment. Your notification to us **MUST be confirmed** by Jackson Hole Tutoring by email, phone call or text. This charge may be waived if the Tutor is able to schedule an alternate tutoring session during the scheduled time



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OR the charge may be waived by Jackson Hole Tutoring for emergencies or due to severe weather and/or an “Act of God”.

In addition, **the Tutor may cancel a scheduled session with the Student due to unforeseen circumstances.** JHT will make every effort to give the Student at least 24 hours’ notice of a cancellation, and no cancellation fees will be applied.

ACKNOWLEDGMENT

I have read and understand the Jackson Hole Tutoring Policy manual and agree to abide by its conditions and expectations:

Student (Print): _____

Student (Signature): _____ Date: _____

Parent/Guardian 1 Name (Print): _____ Relation to Student _____

Parent (Signature): _____ Date: _____

Parent/Guardian 2 Name (Print): _____ Relation to Student _____

Parent (Signature): _____ Date: _____