

Check Tutors

Tutoring Services Agreement & Terms and Conditions

Ottawa, Ontario • Online Across Canada • info@checktutors.com

This Tutoring Services Agreement (the “Agreement”) is entered into between Check Tutors (“Check Tutors,” “we,” or “the Tutor”) and the parent or legal guardian, or the Student themselves if signing independently (in either case, the “Client”). By signing this Agreement, the Client agrees to the terms, pricing, and policies set out herein.

1. Pricing & Payment Policy

- Payment is accepted via e-transfer, PayPal, or cash, sent to **payments@checktutors.com**.
- Monthly packages are invoiced at the time of purchase, with payment due within 7 calendar days of receiving the invoice.
- Drop-in sessions are invoiced immediately following the session, with payment due at that time.
- Receipts are available to the Client upon request.

2. Hour Bank Usage & Rollover

- Tutoring packages are purchased as a block of hours and may be scheduled in any combination of session lengths agreed upon in advance with the Tutor.
- Each package's purchase period runs 30 days from the date of purchase, not the calendar month.
- Unused hours may roll over to the next purchase period, up to a maximum of 50% of the package size (for example, 2 hours for a 4-hour package, or 10 hours for a 20-hour package).
- Hours that are not used and not eligible for rollover expire at the end of the purchase period.
- Rollover hours must be used within the following purchase period or they will expire.
- Rollover does not stack across multiple periods.
- Rollover hours expire on schedule whether or not a new package is purchased; they are not paused or frozen.

3. Family Cancellations

- A minimum of 24 hours' notice is required to cancel or reschedule a session.
- Cancellations with less than 24 hours' notice may be charged 50% of the session fee.
- No-shows are charged and counted as a normal completed session; the session is not refunded or credited back.
- Exceptions to this policy may be made for illness, emergencies, and other unforeseen circumstances, at Check Tutors' discretion.

4. Tutor Cancellations

- If a session must be cancelled by the Tutor, the Client will be given as much notice as possible.

- A make-up session will be offered at a mutually agreeable time, or the hour will be credited back to the Client's hour bank.
- In the rare event that a Tutor no-shows, the hour will be credited back to the hour bank and a complimentary session will be provided.

5. Late Arrivals

- Sessions end at their scheduled time, regardless of a late start.
- Students arriving late will receive only the remaining portion of their scheduled session.
- Full session fees apply regardless of a late arrival.

6. Make-up Sessions

- Students enrolled in monthly tutoring packages may reschedule missed sessions with at least 24 hours' notice.
- Reasonable efforts will be made to provide a make-up session within one week of the missed session.
- Missed sessions without adequate notice are not guaranteed a make-up session.

7. Service Termination

- Either party may terminate this Agreement at any time with two weeks' written notice (email or text message is acceptable).
- During the two-week notice period, the Client may continue scheduling and using any remaining hours, including banked or rollover hours, as normal.
- Any hours still unused when the notice period ends are forfeited, with no refund, consistent with the standard hour expiration policy in Section 4.
- Check Tutors may terminate this Agreement immediately, without the two-week notice period, in cases of non-payment, unsafe or abusive conduct, or repeated no-shows or late cancellations. In these cases, remaining hours are forfeited immediately and no refund is issued.
- If Check Tutors is unable to fulfill its commitments under this Agreement and the Client terminates as a result, the Client is entitled to a full refund for any hours that are unused and not yet expired.

8. Respectful Learning Environment

- Check Tutors is committed to providing a positive, respectful, and supportive learning environment for every student.
- Disruptive, inappropriate, abusive, or unsafe behaviour by a student, parent, or guardian may result in the termination of a tutoring session or of tutoring services altogether.

9. Online & In-Person Tutoring

Online Tutoring

- Conducted through Google Classroom/Meet, or another platform agreed upon in advance.
- Learning materials will be shared electronically.
- Students are encouraged to attend sessions from a quiet, distraction-free environment.

In-Person Tutoring

- Available within the Ottawa area.
- Learning materials will be shared both electronically and physically.
- The session location will be determined together with the Student or family.
- Travel fees may apply and will be communicated in advance.

10. Academic Messaging Policy

- Students and families are welcome to contact Check Tutors between sessions with questions related to scheduling, assignments, or tutoring support.
- While every effort will be made to respond promptly, responses are not guaranteed outside regular business hours and may take up to 24 hours.
- Messaging support is intended for brief questions and clarification. Extensive academic assistance may require a scheduled tutoring session.

11. Referral Program

- Clients who refer a friend will receive one free tutoring session after the referred student completes two paid tutoring sessions.

12. Academic Integrity

- Tutoring is intended to support learning, understanding, and academic growth.
- The Student remains responsible for completing their own assignments, projects, essays, reports, and examinations.
- Check Tutors will provide guidance, instruction, feedback, and support, but will not complete academic work on behalf of the Student.

13. Privacy & Confidentiality

- Student and family information will be kept confidential and used only for tutoring, scheduling, invoicing, and educational support purposes.
- Personal information will not be shared with third parties without consent, except where required by law.
- Session notes, academic records, and progress reports will be maintained securely and accessed only as necessary to provide tutoring services.

14. General Provisions

Limitation of Liability

Check Tutors will provide tutoring services with reasonable skill and care. Check Tutors is not responsible for a Student's academic outcomes, grades, or test results, as these depend on many factors outside of the Tutor's control, including the Student's own effort and engagement. Except in cases of gross negligence or wilful misconduct, Check Tutors' liability to the Client under this Agreement is limited to the amount paid by the Client for the services in question.

Entire Agreement & Amendments

This Agreement, together with the current policies published on the Check Tutors website, constitutes the entire understanding between the parties regarding tutoring services. Any changes to this Agreement must be made in writing and agreed to by both parties.

Severability

If any provision of this Agreement is found to be invalid or unenforceable, the remaining provisions will continue in full force and effect.