

Enrichment Services, Inc.
TERMS & CONDITIONS

1. If you are unhappy with the **chosen tutor**, you have the right to discuss this matter with the Director, and a new plan of action will be taken at that time.
2. Please see the (Session and/or Continuous) Tutoring Contract for the policy on **cancellations**.
3. Students will bring the **necessary materials** to each session. If a textbook or assignment is not available, the tutor will provide a book on basic skills review at the student's level. Paper, pencils and calculators are available at Enrichment Services.
4. Parent/student agrees to **show up on time**. The tutoring session will still end at the agreed upon time whether or not the student arrives on time. The tutor will wait at least 15 minutes for a student to arrive, and students should do the same. In the event that a tutor waits for 15 minutes and a student does not show up, the session will be marked as a "no show" and the session will not be made up. In the event that a tutor is tardy, the remaining balance of time can be made up at any time available to both parties within the billing month. If this is a concern, the parent should contact the Director.
5. Parents are asked to **wait in the reception area** during the tutoring session. If dropping a student off, please be sure to see that your child enters the building before pulling away, and return promptly to pick your child up at the time the session is scheduled to end. Any child not picked up on time will be charged an additional session. For safety reason, no child will be allowed to leave our building without supervision unless prior arrangements have been made.
6. At any time a **conference** can be scheduled to discuss the student's progress and needs. These 15-minute sessions will be scheduled during the student's regular tutoring time.
7. We encourage **teacher involvement**. Please inform your child's teacher that he/she is receiving tutoring, giving the teacher an opportunity to communicate specific needs to the tutor through notes, phone calls or email. If a parent requests a conference with the child's teacher and asks that the tutor be present, the parent will be charged hourly for the time according to the tutor's rate.
8. If tutoring is arranged **in your home** or other environment outside of our facility, the parent and tutor must provide a space conducive to learning. If this cannot be arranged, then an alternative learning space will be arranged by the tutor. No child will be left alone in the home (or any private environment) without an adult present. The parent will always have the opportunity to stay in the facility during any tutoring session.
9. The parent and student agree to **indemnify and hold harmless** the tutor, Enrichment Services, Inc., or any representative thereof, from any liability for any injury occurring while on the premises. In the event of a **medical emergency** during any tutoring session, the parent hereby authorizes the tutor or any representative of Enrichment Services, Inc., to call for medical assistance and to perform emergency aid as deemed necessary.
10. All **payments** should be given to the tutor or placed in the gray tuition box outside of the main office in Building I. Payments of cash should be made in person during the main office business hours of Monday – Friday 8:30am – 3:30pm. Payments can be mailed to main office of Enrichment Services, Inc., 915 S. Cameron Street, Winchester, VA 22601.

Signature of Parent/Guardian

Date

Signature of Enrichment Services, Inc. Director

Date