

CCPrep School Subject Tutoring Policies 2018-2019

Dear Parent/Guardian,

Thank you for enrolling your student in Comprehensive College Prep's School Subject Tutoring Service! Your student is now on our calendar for weekly sessions for the duration of the school year. In order to keep things running smoothly, we would like you to be aware of the following policies.

- 1) Your initial balance (due on the first session) is included in the confirmation e-mail. At the beginning of every month, we will e-mail you an invoice for how much is due for that month. (Cash, checks to CCPrep, credit cards, and online payments are accepted). We use a company called Zoho to help our clients view their invoices, payments, and credits. Please keep an eye out for the automated emails we send through that site!
- 2) The time slot that we have arranged is reserved for your student **every week** until the end of the school year. If your student is receiving tutoring in ONLY an AP class, your sessions are scheduled **every week** until the completion of the AP test. **Should you wish to: (1) cancel or reschedule your appointment for a given week or (2) cancel or reschedule all future tutoring, please follow the guidelines in Appendix A.**
- 3) The tutor may change in the event of a conflict. In that instance, a trained CCPrep tutor for the subject area will be provided.
- 4) Payment for the month's sessions will be **due at or before the first session for the month**. Missed payments for the first month's session must be mailed in, called in with a credit card, or paid online before the second session can be held.
- 5) CCPrep is open for tutoring almost every day of the year. **To know exactly which days CCPrep is open/closed for tutoring, please refer to Appendix B.**
- 6) Students should bring their own books and study materials.
- 7) All sessions are held at our classrooms in Laguna Hills. Our address is 26081 Merit Circle, Ste 123 Laguna Hills, CA 92653.
- 8) If you would like your student to receive a "Session Recap" sheet with a weekly study outline at the end of each session, please let Greg know directly at greg@ccprep.org, and he will instruct your student's tutor to do so.
- 9) Your attendance at the first tutoring session constitutes acceptance of these policies, Appendix A, and Appendix B. In addition, we also need Appendix C signed, initialed, and brought in. Appendix C is due at or before a student's 2nd tutoring session.

Appendix A: Procedures on Canceling or Rescheduling Sessions

Please read these policies very closely. For all cancellations, reschedules, and requests for additional tutoring sessions, please contact our Front Desk directly by e-mail at frontdesk@ccprep.org or by phone at (949) 305-6655

Weekday (Monday-Friday) Session Cancellation Policy

The following policies apply to tutoring cancellations of weekday sessions:

- (1) **No Charge Cancellations:** If your family cancels a session **before 10am** on the day the tutoring session is scheduled, we will go ahead and cancel that session at no charge. Since we do require all families to pay for tutoring at the beginning of the month, the unused portion will be applied as a credit toward the following month.
- (2) **Full Charge Cancellations:** If a cancellation for a session is received **after 10am** on the day of the tutoring session is scheduled, the full charge of the tutoring session will be assessed.
- (3) Please notify our front desk directly of all cancellations. The contact information is above.

Please do not text your tutor directly to cancel! Tutoring cannot be canceled via the tutor, and communication with tutors will not be accepted as proof of cancellation. All canceling/ rescheduling must be done through the Front Desk.

Weekend (Saturday-Sunday) Session Cancellation Policy

The following policies apply to tutoring cancellations of weekend sessions:

- (1) **No Charge Cancellations:** If your family cancels a session **before 8am** on the day the tutoring session is scheduled, we will go ahead and cancel that session at no charge. Since we do require all families to pay for tutoring at the beginning of the month, the unused portion will be applied as a credit toward the following month.
- (2) **Full Charge Cancellations:** If a cancellation for a session is received **after 8am** on the day of the tutoring session is scheduled, the full charge of the tutoring session will be assessed.
- (3) Please notify our front desk directly of all cancellations.

Please do not text your tutor directly to cancel! Tutoring cannot be canceled via the tutor, and communication with tutors will not be accepted as proof of cancellation. All canceling/ rescheduling must be done through the Front Desk.

Consistent Cancellation Policy

We strive to make our policies as client-friendly as possible. In the past, sadly, we've had families sign up for a weekly time slot and then cancel every week for months. If we find that a family is taking advantage of our cancellation policy and taking the tutoring slot away from another student that could be using that tutoring time, we may ask a family to reconsider its reservation of a tutoring time or move to a less-demanded time slot.

Appendix A Cont.

One Time Reschedules

Sometimes a conflict arises that prevents a student from making his or her normally scheduled weekly time. In such instances, the following policies apply to requesting a reschedule of a single tutoring session:

- (1) All requests to reschedule a tutoring session must be submitted **before 10am** on the day the original session is scheduled. If a request to reschedule is made after 10am, it will be processed as a full charge cancelation for that day and then an additional session will be added.
- (2) All reschedules should be requested through our front desk. You can also request reschedules in person during one of your normal tutoring sessions.

Please note that, while we will try, we cannot guarantee that reschedule requests can be accommodated with your normal weekly tutor.

Standing Weekly Time Slot Reschedules*

We understand that students have their schedules change significantly over the course of the year with school schedules and extracurricular commitments varying.

If you would like to change your standing weekly time slot, please e-mail Greg at greg@ccprep.org

Requests for Additional Tutoring Sessions

If a student is struggling in a class continuously, we will often recommend that a student adds an additional weekly time slot to stay up to speed with material. However, some of our families may request an additional session or two before a big test. Here are the policies for requesting an additional session:

- (1) Please try to give us at least 24 hours notice if requesting an additional tutoring session on a particular day. The more notice, the easier it is to arrange!
- (2) Please make all requests for additional tutoring sessions through the front desk. These requests can be made in-person, via e-mail, or by phone.

Please note that, while we will try, we cannot guarantee that additional sessions will be with with your normal weekly tutor.

**Wondering what a "Standing Weekly Time Slot Reschedule" is? Here's an example: Let's say that your student is signed up for sessions every week on Thursdays at 5:15pm and then you find that his or her schedule has changed and you need your normal weekly session on Sundays at 6:15pm. In this example, changing your normal weekly tutoring time is considered a "Standing Weekly Time Slot Reschedule."*

Appendix B: CCPrep Operating & Holiday Hours

Normal Operating Hours

CCPrep has the following normal operating hours:

Sunday-Thursday: 8am-9:15pm

Friday: 8am-8:15pm

Saturday: 8am-4:30pm

As mentioned above, your student's time slot is scheduled in our calendar at the same weekly day and time until the end of the school year (unless your student is enrolled in AP tutoring, at which point tutoring will be automatically canceled immediately after his or her AP test).

As also mentioned in the policies above, you are free to cancel your tutoring for the rest of the year without penalty. If a conflict with your weekly time arises, we can reschedule your weekly time as well, as described in **Appendix A**.

That said, CCPrep has a distinct holiday open/close schedule that's very important to understand.

CCPrep's "Default Open" Holidays

At CCPrep, we pride ourselves on being there for our students when they need us. As a result, we do **not close** for the following holidays:

Martin Luther King Jr. Day, President's Day Weekend, Memorial Day, Labor Day, Columbus Day, Halloween, Veteran's Day, and any non-student holidays specific to a high school.

If your student has a session on any one of those days, then we do expect your student unless you cancel. Keep in mind, if your student has a session scheduled on one of those holidays and doesn't want or need it, you are free to cancel at no-charge, per our cancellation policies in **Appendix A**.

CCPrep's "Default Cancel" Holidays

CCPrep will cancel all tutoring during the following holidays by default:

Your student's Spring Break*, your student's Thanksgiving Break*, your student's Winter break*, and all days between your student's first semester and second semester.

We know very well that each school district/school can have different dates for its Spring Break & Winter Break. We personally go through and sessions according to *your student's* break windows.

If your student would like his or her normal session during a break where we have automatically canceled it, please e-mail greg@ccprep.org and he can work to reactivate that session.

**For breaks, we cancel every session during the break, with sessions resuming the day your student returns to school.*

CCPrep's 100% Closed Holidays

CCPrep is unavailable for sessions of any kind on the following dates:

New Year's Day, Easter Sunday, July 4th, Thanksgiving Day and the Friday following, Christmas Eve, & Christmas Day.

Appendix C: Acknowledgement of CCPrep Policies 2018-19

Please print & initial the following key policies below. This form is due before your student's second tutoring session can be held.

Any questions about our policies? Feel free to call our Front Desk at (949) 305-6655 or e-mail greg@ccprep.org

- _____
Initial
1. I understand that my student is set up for weekly tutoring at the day/time specified in the confirmation e-mail for the remainder of the school year.
- _____
Initial
2. I understand that if for whatever reason my family elects to end tutoring for my student at CCPrep, all future sessions can be canceled without penalty. If my family has paid for any sessions that were not held, I understand that I will be refunded the balance. I also understand that, if there is still a tutoring balance owed, that balance must be resolved.
- _____
Initial
3. I understand that CCPrep will be open for sessions on Martin Luther King Jr. Day, President's Day Weekend, Memorial Day, Labor Day, Colombus Day, Veteran's Day, and any other non-student holidays specific to a high school.
- _____
Initial
4. I understand that CCPrep automatically cancels all school subject tutoring sessions on my student's Spring Break, Thanksgiving Week, and Winter Break, as well as all days in between the end of my student's first semester and the beginning of my student's second semester.
- _____
Initial
5. I understand that CCPrep's cancelation policy: If my student has a tutoring session scheduled during the week (M-F), I can cancel that scheduled session at no charge, as long as I notify CCPrep's Front Desk before **10am** the day of the session. If my student has a tutoring session scheduled during the weekend, I can cancel that scheduled session at no charge, as long as I notify CCPrep's Front Desk before **8am** the day of the session.
- _____
Initial
6. I understand that CCPrep is providing the service of tutoring in a given subject. While the vast majority of CCPrep tutoring students see a positive impact on their performance in their respective classes, I understand that CCPrep cannot guarantee any resulting grade or test score, as grades and test scores are a product of a multitude of factors.
- _____
Initial
7. I understand that there may be circumstances where the tutor for my student's session may change. In this instance, I understand that another trained CCPrep tutor will be provided.

I have read all CCPrep's School Subject Tutoring Policies & Appendices and accept them.

Name of Parent/Guardian (Please Print)

Student Name (Please Print)

Parent/Guardian Signature

Date