

CCPrep School Subject Tutoring Policies 2015-2016

Dear Parent/Guardian,

Thank you for enrolling your student in Comprehensive College Prep's School Subject Tutoring Service. Your student is now signed up for weekly sessions for the duration of the semester. 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. Credit card payments can be billed on the first day of every month if you're interested in that option. If you are interested in online payments or automated credit card payments, please inform us and we will send instructions via e-mail).
- 2) Your commitment to your time slot is on a semester basis. We will assume that your student will be attending the same weekly time slot every week unless we hear otherwise. **Should you wish to cancel or reschedule your appointment for a given week, please follow these 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 will only be closed on Labor Day, Veteran's Day, Halloween, Thanksgiving Break, Winter Break (12/18/15-1/3/16), and Dr. Martin Luther King, Jr. Day.** We **WILL** be open for business for every other day of the semester. If we are closed on a day your student would otherwise have tutoring and you'd like to schedule a session at a different time that week, please let our front desk know at frontdesk@ccprep.org or by calling (949) 305-6655.
- 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) Tutors will fill out a report concerning each session, and the report will be online within 24-48 hours of the session. To view the report please visit: www.ccprep.org/web
- 9) To retrieve your student's username and password, please email frontdesk@ccprep.org
- 10) Your attendance at the first tutoring session constitutes acceptance of these policies and Appendix A.

Thank you!

Sincerely,

Greg Williams

Director of Tutoring

Comprehensive College Prep

Appendix A: Procedures on Canceling or Rescheduling Sessions

Please read these policies very closely. For all cancelations, 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

Cancelations

The following policies apply to tutoring cancelations:

- (1) No Charge Cancelations: If your family cancels a session **before 10am** on the day the tutoring session is scheduled, we will go ahead and cancel that week's session at no charge. Since we do require all families to pay for tutoring at the beginning of the month, the \$40 paid toward the session will be applied as a credit toward the following month.
- (2) Full Charge Cancelations: If your family cancels a session **after 10am** on the day of the tutoring session is scheduled, we will still assess the full charge of the tutoring session.
- (3) Please notify our front desk directly of all cancelations.

Please do not text your tutor directly to cancel!

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 your weekly 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 at the new time that week.
- (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.

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.