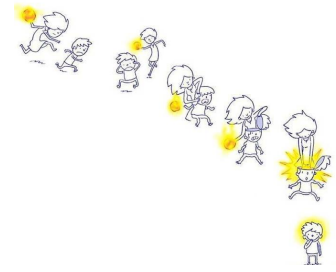


## Client Policies



Ransom Tutoring's objective is to make your tutoring experience effective, convenient, and fair. Here's how we accomplish this:

### No commitments

Whether you want a regular tutor you see every week or just a session to brush up on material before a test, Ransom Tutoring allows you to use their tutors as little or as often as you need. You pay only for the tutoring services you schedule.

### Many payment options

You have the option of paying with cash, check, or bank transfer through paypal, Venmo, or Zelle. With all payments, you must agree that all service fees are processed by Ransom Tutoring and are never given directly to the tutor. This includes any agreed upon travel or other compensation adjustments. Tips for tutors are graciously accepted. Please add these to your payment with instructions to send balance directly to the tutor. 100% of your tip will be received by the tutor. Any processing fees incurred from bank transfers will be paid for by the client.

### Clear transactions

- Each week, you can request a receipt detailing the completed lesson date, start and end time, subject, and total charge. Any discrepancies in the receipt details should be discussed with Ransom Tutoring who will then act to resolve any and all discrepancies.
- All payments should be received by Ransom Tutoring prior to the scheduled lesson or within 48 hours after services are rendered unless otherwise arranged with Ransom Tutoring.
- Remember, when you hire a tutor, you are entering into a business relationship directly with that tutor. Please be considerate of the tutor's time and the work that goes into arranging the session time on the tutor's end. If you need to cancel, we ask that you do so as soon as possible. If the cancellation occurs within 12 hours of the appointment, the tutor has the right to request a \$30 fee be assessed to cover the cost the tutor incurs from losing the appointment time at such short notice. If the tutor does not receive ample notice prior to the appointment, arriving at the agreed upon location to find the student absent, the tutor shall wait 15 minutes. If the student does not show, the full fee of the session will be assessed. If the student arrives to find the tutor absent without notice, after waiting 15 minutes, the client can request a discounted future session with Ransom Tutoring.
- If you are considering using a tutor for online or telephone tutoring, proofreading, or other work, it's important that you have a thorough conversation and reach an agreement with Ransom Tutoring about the expectations of the cost and work product prior to beginning lessons.

### Phone and email support

Ransom Tutoring is available to assist you and answer any questions that arise through phone, email, or text. We want to hear from you, so please don't hesitate to contact us for any reason. Simply call/text us at (805) 340-9850 or email us at [ransomtutoring@gmail.com](mailto:ransomtutoring@gmail.com).