



Stepping Stones

— SPECIALTY TUTORING —

Building Brighter Minds One Step at a Time

Company Philosophy & Policies

Stepping Stones Specialty Tutoring is a boutique service that offers private instruction tailored to each student's learning needs.

The goals for each child are to build academic skills, confidence, and independence.

We are dedicated to providing families with the highest quality educational instruction possible.

Our policies below cover the procedures, terms, and conditions for our clients:

Tutoring Services

- Weekly Tutoring: students have a day and time reserved specifically for them.
- Drop-In Tutoring: students attend tutoring when they wish; parents contact the office to determine availability.
- Sessions are available at our facility or online.
- We do our best to ensure that students have tutor continuity.

Additional Services

- All of the following are billed separately:
 - Reading of student documents, such as psych-ed assessments, IEPs, and school reports.
 - Parent meetings with management or instructors.
 - Requests for additional homework packages.
 - Communication with the student's teacher.

Registration

- Clients who register their children for Weekly Tutoring will continue with the days and times that they requested, for the remainder of the school year, unless one month's notice is given.
- Days and times do not automatically roll over from one year to the next. Personalized emails will be sent out to every client to find out about their children's tutoring needs for the summer and the upcoming school year. If you are particular about specific days and times, please respond to these emails right away, in order to reserve your sessions.

Required Materials

- Students must bring their school binders and textbooks, so that tutors can see exactly what is being taught at school.
- For students who use laptops, they need to be brought to the tutoring sessions.

Rescheduling Sessions

- 24 hours' notice is required, in order to reschedule a session.
- Any session cancelled with less than 24 hours' notice can not be rescheduled.
- Any rescheduled session can only be rescheduled once.
- If a child can not attend a session, a sibling or friend could attend instead.
- Rescheduled sessions will not be noted on invoices, but clients will receive email notification indicating the day and time of each rescheduled session.
- We can not guarantee that rescheduled sessions will be with a child's regular tutor, as rescheduled sessions are booked into any openings that we have on the calendar.
- Any rescheduled session can not be applied to future sessions by deducting it from an upcoming invoice.

Progress Updates

- Parents can request updates on their children, whenever they wish.
- Updates can be received via email, phone, or in person at the office.
- There is no charge for a quick update outlining a student's progress.
- If a formal written progress update is requested, there is a charge for this service.

Invoices & Payments

- Clients are billed in advance for any scheduled sessions.
- Payment is due on the first of the month for the upcoming month.
- Any extra sessions taken within each month will be billed separately.
- Clients whose invoice(s) are 30 days, or more, past due will be subject to an additional fee.
- Our preferred method of payment is e-transfer.
- The only other payment options are cash and cheque.
- We do not refund for prepaid sessions.

Rates

- Session rates are subject to change at any time to reflect the costs involved in providing a private, high quality learning environment with experienced and specialized educators on staff.

Closures

- We generally follow the public school system for holiday closures; however, we remain open on Pro-D Days.
- Clients whose sessions fall on a holiday will be given the option to rebook that session in order to ensure tutoring continuity.

Discontinuing Tutoring

- One month's paid notice is needed to discontinue tutoring.
- Clients do not have the option to end weekly sessions without notice and apply them to future tutoring sessions.

Health & Safety

- Please refrain from sending sick children to tutoring. If your child arrives and is visibly sick, tutoring will not commence, and the parent will be contacted to pick-up the child.
- We are not responsible for children before or after their sessions.
- Please ensure prompt pick-up of your children from tutoring. If you are going to be late, you need to notify the office by phone, email, or text.

If you have any questions or concerns regarding our policies, please contact me directly via phone, email, or through our website.

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