

## FREQUENTLY ASKED QUESTIONS

### **What if we are running late?**

Please call our office at 323.356.6160 or email your scheduler so we can notify your tutor and have him or her wait. Tutors will wait up to 15 minutes if their schedule permits.

### **Will I be charged for cancelled sessions?**

If you need to reschedule or cancel a tutoring session, our office must be notified by 5:00 p.m. the day before the session. You will be charged in full if we do not receive proper notice.

### **What if I need to reschedule a session?**

Please contact your scheduler and they will help you reschedule your session either with your tutor or with a substitute tutor. If you are trying to reschedule a session after 5:00 pm the day before the session or the day of the session, you will be charged.

### **What if our tutor needs to miss a session?**

Occasionally, your tutor might need to miss a schedule. If so, we can either reschedule the session with your tutor or arrange to send a substitute tutor at your regular time.

### **Can my child and the tutor be in our home alone?**

No. An adult over the age of 18 must be present in the home during tutoring at all times.

### **What are your office hours?**

Our general office hours are 9 – 5, Monday – Friday. Any calls or emails received after 5:00 will be returned the next business day. If you have an emergency regarding a scheduled tutoring session, there is someone on-call who can help you.



## **FREQUENTLY ASKED QUESTIONS (continued)**

### **Are materials provided for my child?**

Test preparation materials are always provided. Tutoring materials are provided on an as-needed basis. We charge you for the cost of materials.

### **What if I need to send school-related materials to you for a session?**

You may fax or email them to us up until noon on the day of tutoring so we have time to get them to the tutor.

### **Can I ask our tutor for a progress report at the beginning or end of a tutoring session?**

Yes. Please keep in mind that tutors only have about 5 extra minutes at the end of each tutoring session. You can also request for session notes to be emailed to you.

### **Can I add tutoring sessions?**

Yes, you may add sessions by contacting your scheduler. Additional days and times are based on your tutor's availability.

### **Can I schedule sessions directly through our tutor?**

No. All sessions must be scheduled through the Team Tutors office.

### **Can my tutor call or email my child's teacher?**

Yes. The Team Tutors office can help facilitate communication between tutors and teachers. Often times our owner Nathalie Kunin is the person to communicate with teachers and school administrators. Please contact our office for assistance.

### **How do I view my invoices?**

Invoices are available online in your client account. You can also contact our office for assistance.

