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Policies and Procedures

- In this document you will find business Policies, Procedures, and the Parent-Student agreement for DiamondTheScienceTutor. This document serves as guidance to ensure quality personalized tutoring is accessible for all students.
- Policies last reviewed: Saturday, January 21st, 2023

PRODUCTS AND SERVICES

- Chemistry Tutoring Session: 1 hour of live personalized recorded virtual chemistry assistance.
- Biology Tutoring Session: 1 hour of live personalized recorded virtual biology assistance.
- Chemistry Foundations Guide: Downloadable PDF, equipped with detailed video explanations of EVERY practice problem.
- Tutor Express: Personalized recorded step-by-step assistance delivered virtually
- All sales are final.

AVAILABILITY

- Availability is subject to change. If there is a change, clients will be notified of the change via www.diamondthesciencetutor.com and www.facebook.com/Diamondthesciencetutor
- Refer to the calendar when booking a session for live availability.
- Standard hours of operation
 - Sunday: 4pm-8pm
 - Tuesday: 6pm-10pm
 - Thursday: 6pm-10pm

BOOKING

How to Book

- Go to www.diamondthesciencetutor.com, Click the “Book A Session” button, and select” Book Now” next to Chemistry or Biology tutoring. Click “Check next available date”. Select a time and date. Review session Details before clicking “Next”. Complete checkout form. At this point, you can purchase a single session or purchase a Tutoring Package. Click “Pay Now”.
 - Selecting purchase a package will redirect you to select a package. If purchasing a single session, selecting “Pay Now” will redirect to input card information.
- Upon successfully booking, you will receive a confirmation via email, **with the link to upload the topics, questions, concepts to be reviewed in the session**, along with the Zoom link to be used at the time of the session. Be sure that the registered email is the email you’d like the Zoom links sent to.

CANCELLATIONS

How to Cancel

- Inform DiamondTheScienceTutor via email, cell phone, Facebook or website **AT LEAST 24 hours prior** to the scheduled session time.
 - Canceling less than 12 hours prior to session will cause the cost of the session to be forfeited
- First cancellation:
 - Session will be canceled, and rescheduled. The cost of the initial session will be applied to the rescheduled session.
- Second cancellation:
 - Session will be canceled, and cost will be forfeited

- Third cancellation:
 - Session will be canceled; cost will be forfeited, and the student will no longer be serviced by DiamondTheScienceTutor.

How to Cancel packages and subscriptions

- Log-in to your profile. Navigate to the Package Subscriptions page. Click “Cancel Subscription”.

RESCHEDULING

- Inform DiamondTheScienceTutor via email, cell phone, Facebook or website **AT LEAST 24 hours prior** to the scheduled session time
- Each student is granted one free reschedule per student per school year. Every rescheduled session after the first will be the cost of a full session.

LATE POLICY

- For every session, there is a 7-minute grace period. After the grace period, the session will be canceled, and possibly rescheduled*

* Each student is granted one free reschedule per student per school year.

REFUNDS

- Refunds are issued on the basis the student was not satisfied with their session and didn't learn anything.
- To ensure a possibility of a refund please complete the Parent-Student agreement.

TUTORING PACKAGE

Each Package subscription is valid for 30 days from the date of purchase. The date of purchase will be the date of reoccurring payment.

- **EXAMPLE:** I buy the Parent Preferred Package on May 6th,2022. The following invoice will be billed on June 6th,2022.
 - From May 6th to June 6th. I have **six sessions** to use.
- Unused sessions **do not** roll over to the next 30 days.
- All policies and procedures that apply to booking a session apply to packages.

TUTOR EXPRESS

- Personalized recorded step-by-step assistance delivered virtually.
- How does it work?
 - Send in late work, test corrections, make-up work. For questions/topics submitted to DiamondTheScienceTutor step-by-step video explanations of 50% of the questions will be provided for student self-pace use.
 - Prior to virtual delivery, an invoice will be provided, comprised of the Base Fee, Turnaround time, and Quantity of pages. A base fee will be required to secure service and due upon checkout.
 - Turnaround time begins when base payment is received.
- How to submit documents?
 - Complete the Order Form linked to the TutorExpress page

- Canceling a Tutor Express order forfeits the Base fee.
 - Base Fee: \$35
 - Selected turnaround time
 - 7 days - \$ 5
 - 6 days - \$10
 - 5 days - \$15
 - 4 days - \$20
 - 3 days - \$25
 - 2 days - \$30
 - 1 day - \$35
 - > 7days – No Fee
 - Quantity of pages
 - First 2 pages are at no cost. Each page beyond is \$3 per page.
 - When booking, count the total number of pages.
 - Page - a sheet with one side of text
 - 2 pages - defined as one sheet printed with text on the front & back OR two sheets with text printed on one side
- **EXAMPLE INVOICE**
 - Base Fee(paid)..... \$35
 - Turnaround: 2 days..... \$30
 - Quantity: 6 pages.....\$12
 - Total w/o tax.....\$77

REFERRALS

- Receive \$10 off a session. Refer a friend and you **EACH** get \$10 off your session.
 - The referred student: The \$10 discount is applied to the first session
 - The referrer: The \$10 discount is applied to the next session, following the referred student's completed session.

REWARDS PROGRAM

- For every completed session you will receive 10 rewards points.
- For every 70 points received a 50% discount will be applied to your next purchase.

APPENDIX

FAQ

- Do you tutor in person?
 - No, I currently do not offer in person tutoring.
- How much for a session?
 - \$65/hr*
 - *Discounts may affect standard price*
- What is your availability?
 - Sunday: 1pm-5pm
- Do you tutor physics?
 - Physics tutoring is unavailable currently. I tutor Chemistry, Biology and General Science. In the future Physics tutoring will be added to the list of provided services.
- Can I have reoccurring sessions?
 - Yes! Check out package pricing for discounted options.
- What is your email?
 - Diamondthesciencetutor@gmail.com
- What are your credentials?
 - I have a Bachelor of Science in Biomedical Sciences from the University of Central Florida. #GoKnights
- Do you offer 30-minute sessions?
 - No, for students in need of condensed sessions or homework assistance we recommend the Tutor Express Service.

FEEDBACK

- Check in at [DiamondTheScienceTutor](#) on Facebook
- Leave a review on [Facebook](#)
- Leave a [Google Review](#)

PARENT-STUDENT AGREEMENT

- I have read **ALL** the policies and procedures. To ensure a successful tutoring session I will:
- Submit PDF or documentation of the questions and/or topics I need help with **AT LEAST 24 hours prior** to the scheduled session time.
- I understand that my failure to do one of the two will forfeit a refund and a free reschedule.
- I understand that the service provider reserves the right to refuse service.
- I understand, that if I am running 8 minutes late or more to my session, I will have to reschedule or cancel my session.
- I understand I only get on free reschedule per student per school year.
- I understand the work submitted for the Tutor Express service can undoubtedly be defined as work that is permitted for assistance.
- I understand, after my free reschedule I will pay full price to book a new session.
- I understand that if I purchase a package subscription, I will be charged monthly until I cancel my subscription.
- I understand that if I am the parent booking on my child's behalf, I have also read the policies and procedures and understand my responsibility as their guardian to ensure my child's session is successful.
- I will communicate with my parent/student to ensure common knowledge about session details.

By my signature, I hereby certify acknowledgment that I have read, understand, and agree to the policies and procedures as defined by the service provider.

X

Student Signature

X

Parent Signature