



Family Partnership Agreement

This agreement outlines the expectations and policies for families engaging tutoring services through My Tutor Time. By booking sessions with us, you acknowledge and agree to the following terms:

1. Session Cancellations and Scheduling

- Any session cancelled within 24 hours of the scheduled start time will be billed in full.
- Sessions cannot be “rescheduled” once missed or cancelled within the 24-hour timeframe. To receive tutoring at another time, a new session must be booked through My Tutor Time.
- Our tutors reserve their time for your child. Frequent cancellations may result in loss of your reserved time slot.

2. Fees and Payments

- Current rates are listed on mytutortime.ca and are subject to change at any time without notice.
- Invoices are due by the date indicated on each invoice.
- Payment Methods:
 - Payment may be made via e-transfer or credit card.
 - A credit card can be securely stored on file for automatic processing at the client’s choice.
- If payment is not received by the due date:
 1. Three payment reminders will be issued (via text, email, and phone).
 2. Sessions will be suspended until outstanding balances are cleared.
- Large Invoices: Invoices totaling over \$400 per month will be billed bi-weekly to simplify payments.
- Any costs incurred for failed or returned payments (e.g., NSF fees) are the responsibility of the client.

3. Safety and Supervision

- A parent or responsible adult must be present in the home for the entire duration of each session.
- Sessions must take place in a visible, open-door area where both the tutor and student are easily seen at all times.

- For online tutoring, a responsible adult must be aware of the session and available if needed.

4. Recording and Privacy

- Tutoring sessions may not be recorded (video, audio, or screen recording) without written permission from the tutor.
- All materials, strategies, and resources shared by My Tutor Time remain the property of the company and tutors unless otherwise specified.

5. Scheduling and Communication

- All scheduling changes and session bookings must be communicated in writing to alexa@mytutortime.ca or through the child's individual tutor.
- Tutors will not handle billing, rate negotiations, or schedule exceptions independently.

6. Conduct and Respect

- We reserve the right to pause or discontinue services if a student or family member behaves inappropriately, is consistently late, or fails to comply with safety expectations.
- Mutual respect is expected between tutors, students, and families to maintain a positive learning environment.

7. Commitment to Student Progress

- Regular attendance is key to student success. While we understand that emergencies occur, consistent participation is necessary for effective tutoring outcomes.

By working with My Tutor Time, you confirm that you have read, understood, and agree to these terms. These policies ensure that tutors are respected for their time and expertise, and that your child receives the best educational experience possible.