

SPS Tutor LLC

Quick Reference Guide for Contracts (2026–2027)

Thank you for choosing SPS Tutor! To help everything run smoothly, please review the following important policies.

Scheduling & Communication

- **All appointments must be booked using the PARENT'S email address—not the student's.**
- Parents are welcome to forward appointment confirmations and Zoom links to their student.
- **Virtual meeting links remain the same each week**, so once your student has the link, they can continue using it for future sessions.
- All scheduling updates, confirmations, cancellations, and important notices are sent **by email**. Please monitor your email regularly.

Payment Policy

- **Payment is due at the time of booking.**
- Accepted payment methods:
 - **Zelle (preferred):** (941) 412-7947
 - Invoice (subject to a **3% processing fee**)
- **Invoices must be paid within 24 hours** or late fees may apply.
- Appointments are **not reserved until payment is received**.
- All sales are final. SPS Tutor has a **No Refund Policy**.

Attendance Policy

- Students have a **10-minute grace period** for late arrivals.
- Arriving **10 minutes late or more is considered a No Show**.
- No Shows result in:
 - Loss of the scheduled session
 - Full session fee charged
 - No makeup session, refund, or credit

Cancellation Policy

- Cancellations require **at least 24 hours' notice**.
- Cancel through:
 - The booking platform
 - Email to **atozer@spstutor.com**
- **Do not text or email tutors directly to cancel.**
- Sessions canceled with less than 24 hours' notice are forfeited.

Virtual Session Expectations

Students must:

- Have **camera ON** during the entire session.
- Have **working audio/microphone ON** and participate.

- Use a **laptop or tablet whenever possible** (phones are discouraged and may not be permitted for some services).
- Have reliable internet.
- Attend from a quiet, distraction-free environment.
- Come prepared with any required materials.

Technology issues on the student's end do not qualify for refunds or makeup sessions.



Student Expectations

Students are expected to:

- Arrive on time.
- Be respectful and engaged.
- Complete assigned practice or homework between sessions.
- Participate actively throughout instruction.



Recurring Appointments

- Permanent weekly appointments are reserved for qualifying long-term tutoring clients.
- Changes or cancellations to recurring appointments require **24-hour written notice**.
- Makeup appointments are based on tutor availability and are **not guaranteed**.



Recording Policy

- Parents and students **may not record tutoring sessions** without written permission.
- SPS Tutor may record sessions internally for quality assurance, staff training, documentation, and educational purposes.



Academic Expectations

While our tutors provide high-quality instruction and individualized support, **academic results cannot be guaranteed**. Student progress depends on attendance, participation, effort, and practice between sessions.



Have questions?

SPS Tutor LLC



atozer@spstutor.com



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www.spstutor.com