

**Robin DeMarco**  
**The Skyping Science Tutor**  
P.O. Box 1602  
Lockport, NY 14095-1602  
(585) 735-5048  
robin@theskypingsciencetutor.com

## Policies

### **Communication**

If a student or parent ever wants to talk about how things are going, I am happy to talk on the phone or face-to-face via Skype or Zoom. As my schedule varies, I recommend that you begin with an email ([robin@theskypingsciencetutor.com](mailto:robin@theskypingsciencetutor.com)) or with a text to set up a good time for us to talk. You may also call my business line directly and leave a voicemail, and I will return your call as soon as possible.

However, since my students are my first priority, I will never use my phone during a session. This means that I will read and answer your texts after a session is over so there may be a wait before I respond. Please be patient. I prefer to use texts for short communications only. My business phone number for texting or voicemail is **(585) 735-5048**.

For anything involving scheduling, I strongly prefer email or text communication. My email address is [robin@theskypingsciencetutor.com](mailto:robin@theskypingsciencetutor.com). I must be able to reach someone in your household by email. I need to be able to get a reply back within a day if I am asking for scheduling information. So in order to work with me, you need to give me the email address or cell phone number of a person who checks messages regularly. I do not email often, but when I do, I must have an answer in a timely manner. I also need to have a phone number where the voice mail is checked at least once a day.

I am willing to work with your classroom teachers. If you want me to do so, please write an email to the teacher, with a copy to me, giving us permission to interact. This will give us both the email address of the other person and will take care of any concern about the student's privacy.

If there is anything about your child that I should know in order to help them better, please tell me. I want to know about learning disabilities, emotional issues, and anything else you think is relevant. I have experience interacting with people who have all sorts of issues, such as anxiety, depression or ADD. For us to be a successful team, we need to work together.

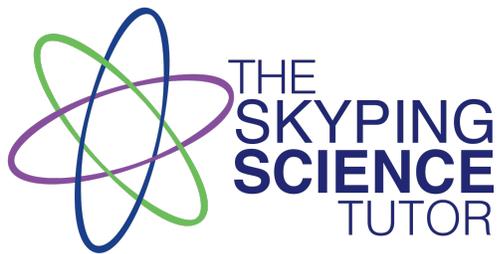
### **Fees and Methods of Payment**

I accept most credit cards, PayPal and checks payable to **Robin DeMarco Enterprises, Inc.** For a session-by-session payment plan, the hourly rate is \$75, and payment must be received 24 hours prior to the start of the tutoring session. I strongly recommend (and prefer) the use of either a credit card or a free PayPal account.

For convenience and savings, I offer a monthly payment option. Payment is made by credit card or PayPal based on 1 session per week at a rate of \$60 per session (20% off), or \$240 per month. This fee will be automatically charged to the listed account on the anniversary of enrollment each month until the plan is cancelled. I require 14 days notice before cancellation. If a month has an extra session, that session is free!

If a family desires more than 1 session per week, or has multiple children enrolled, the above program can be tailored to suit the specific situation. Please contact me for more information.

If payment is to be made by check, please mail it to: Robin DeMarco Enterprises, Inc. at the address on the top of this page. **There is a \$50 returned check fee.**



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## **Cancellations**

Student and tutor time is very valuable. It is imperative for everyone to do their best to stay on top of their calendars so they will not take up tutoring slots they are not going to use. This policy is an attempt to provide a good balance between being fair to the client and myself.

The benefit of following these rules is so I may find out early about openings in order to let you, the clients, have a chance to book them when you need an extra session or to change a date. Any time a cancellation is in agreement with these policies, that hour of tutoring remains in your bank of unused hours.

- I require 24 hours notice for a cancellation. For sudden illness, if you tell me as soon as you know, there are no consequences. (e.g. If your child stays home sick from school, send me an email or phone message right away, not several hours later.)
- I allow one cancellation per month without any consequences as long as you give 24 hours notice.
- If a session is cancelled according to the stated policy, it is advisable to reschedule it as soon as possible, preferably in the same week.
- If you wish to change your session to get ready for a test that falls before your regular session, I will do my best to accommodate you. That will replace your usual time slot. If rescheduling happens often, we might look at changing the time slot.
- A request to reschedule as we are confirming our next lesson, is not counted as a cancellation. Students who are on sports teams, please check your schedules carefully so we can accommodate practices, games and tutoring. If we need to reschedule too often, I might need to move the student into a time slot that is less in demand.

## **These are the situations where a cancellation has consequences:**

- 1. Cancelling with less than 24 hours notice.**
- 2. Cancelling two or more times within the same month.**

**Both scenarios will result in a forfeiture of the session and you will be charged for the full session.**