



Strive Tutoring Client Information

Ishaq Lee Son

Company Info

Website: strivetutoring.ca

Email: strivetutoring.yeg@gmail.com

Phone Number (Call and Text): (587) 598 2951

Setting Up Sessions & Cancellations

Once you submit the booking form Ishaq will match you up with one of our amazing tutors. The tutor will reach out directly to you via your preferred method of communication to set up sessions. All session scheduling is to be handled directly between the client and the tutor. In general, setting up sessions in advance is the easiest way to do it for both the student and the tutor. However, we understand that sometimes things come up and the student may need a last minute session, if this is the case please reach out to the tutor. They will do their best to accommodate, and if they are unable to, we will try to arrange for someone else on our team to cover the session.

The same goes for cancellations, we understand things change, so if you need to cancel a session, please do it in as advance as possible. We ask that you try to cancel at least 24 hours in advance. If you do end up cancelling last minute, that is okay too, there is no cancellation fee at the start. However, if last minute cancellations become common, a cancellation fee of \$15 per session will be placed. The same goes for missing a session without any notice, if the student does not show up by mistake, no payment will be necessary, however if this becomes a pattern, the same fee will be assessed.

In person sessions will be set up at locations convenient for the tutor. Often times, the sessions will take place at the U of A campus, or a library or coffee shop near to the tutors' house. Tutors are under no obligation to tutor at the students house unless it is convenient for the tutor and agreed upon by both the client and the tutor.

Any questions or issues about the tutor can be directed to Ishaq via either email or phone number (specified above).

Payment Info

Payment invoices will be sent out every other Sunday (to the best of our ability), via your preferred method of communication. The preferred method of communication is specified in the booking form, so please check this regularly for communication from us.

Invoices will specify the dates of tutoring, the type of tutoring, the length, the cost/hr, the session cost, and the total cost for that invoice period. Please e-transfer the full amount to strivetutoring.yeg@gmail.com in a timely fashion once you receive the invoice. If payment is not received within 4 days of the invoice being sent it is subject to a \$15 late fee, Ishaq will give a 24 hour notice before the late fee is applied.

Please note that invoices will reflect the amount of tutoring that actually occurred, not the scheduled length of the session. It is up to the tutors' discretion on whether to end the session early if the content has been appropriately covered and understood by the student, or to extend the session if more time is needed to fully grasp the material.

The first hour of your first session for the weekly package is free so that the tutor and the student can get a sense for one another and ensure that it is a good fit on both sides. This first hour will not be included on your first invoice. The first hour may not be free if you are booking a small number of sessions.

All questions or issues about payments can be directed to Ishaq via either email or phone number (specified above).