

## **EGS Tutoring Terms and Services**

### **Introduction**

Welcome to EGS Tutoring. Our mission is to provide accessible, personalized educational support to students through a network of dedicated tutors. These terms and services outline the agreement between EGS Tutoring, our tutors, and our clients.

### **Definitions**

- **Tutor:** An individual providing educational support.
- **Student:** The individual receiving tutoring.
- **Parent:** The legal guardian of the student.
- **Session:** A scheduled tutoring meeting.

### **Services Provided**

EGS Tutoring offers personalized tutoring sessions for a variety of subjects. Our services are designed to support students in their academic endeavors. We do not guarantee specific outcomes or grades.

### **Tutor Qualifications**

Our tutors may not hold formal teaching qualifications but are selected based on their subject knowledge and ability to effectively communicate concepts. We strive to match students with tutors who can best meet their academic needs.

### **Session Scheduling and Attendance**

Sessions are scheduled based on mutual availability. Students and parents are expected to attend sessions punctually. Repeated tardiness or absences may result in the reevaluation of the tutoring arrangement.

### **Cancellation and Rescheduling Policy**

Cancellations must be made at least 24 hours in advance. Cancellations made with less than 24 hours' notice may incur a fee. Rescheduling is subject to tutor availability.

### **Payment Terms**

Payments are due per session or as part of a package deal, as agreed upon at the start of the service. Invoices are issued bi-weekly, and payments can be made via bank transfer or credit card. Late payments may incur additional fees.

### **Confidentiality and Privacy**

All student information is confidential and will only be used to facilitate tutoring services. Personal data is stored securely and will not be shared without consent.

### **Code of Conduct**

Tutors and students are expected to maintain a respectful and productive learning environment. Any inappropriate behavior may result in termination of services.

**Liability and Disclaimers**

EGS Tutoring is not liable for any direct, indirect, incidental, or consequential damages arising from the use of our services. While we strive to provide effective tutoring, we do not guarantee specific academic results.

**Termination of Services**

Either party may terminate services with two weeks' notice. Refunds for pre-paid sessions will be issued for any unused sessions, subject to our refund policy.

**Amendments**

These terms and services may be amended periodically. Clients will be notified of any changes via email or our website.

**Contact Information**

For any questions or concerns, please contact us at [info@egstutoring.ca](mailto:info@egstutoring.ca) or call us at (289) 423 8434.