



TUTORING POLICIES

PAYMENT Payment for the week will be **paid before the first session of the week** via Facebook Pay, Zelle, Venmo, or PayPal.

- Zelle and PayPal payments can be made to: tgaikema@umich.edu
- Venmo payments can be sent to: [@tgaikema](#)

There is a **\$20 late fee** for tuition received after the first session of the week. Payments not received by the end of the week will result in tutoring services suspended until tuition has been paid in full.

LATE ARRIVAL AND CHANGE OF SCHEDULE Fees are calculated according to the scheduled times agreed upon by the Tutor and Student. No adjustment to fees shall be made for time lost because of late arrival by the Student or by early termination of session by the Student. The **Tutor agrees to wait fifteen minutes** from the time of the scheduled session for the Student's arrival before considering that session canceled without sufficient prior notice and therefore subject to the terms set forth in the CANCELLATION AND REFUND policy. **No refunds or reschedules** are allowed for sessions canceled without sufficient prior notice.

CANCELLATION AND REFUND There are **no refunds for missed or canceled sessions**. Make-up sessions will be offered for canceled sessions only if 2-hour advance notice is given. If the make-up session is not used within one month, it will be forfeited. In the rare event that the Tutor is not available for your session, the Tutor agrees to make up the session or refund the Student for that session.

CONTACT HOURS The EBLI program requires Students to attend a minimum of 1 tutoring session per week. Additional sessions are not required but are encouraged for best results. Students may not take more than 2 weeks off tutoring at one time. Continuous instruction is required to build on previous concepts. Summer break may not be taken off entirely.

MATERIALS Students will need a laptop or desktop computer, headset, whiteboard 12 x 18 (or 11 x 16), and markers to fully participate. Please provide a distraction free space (free from siblings/pets/TV noise) for the Student to attend tutoring. Parents may attend tutoring sessions in an "in the background" listening mode.

CONTACT ME Please feel free to contact me by phone, email, or messenger. Taylor Gaikema (989)538-8309 Tgaikema@umich.edu