

LGCU Tutoring Contract

Updated on February 20, 2019

LGCU Tutoring Committee requires every student to read and acknowledge the following Terms. If you have any questions regarding any of the terms, please send an e-mail to the Tutoring Coordinator at ling.tutors@utoronto.ca before you sign the form.

Agreement Terms

Please read and understand all the terms listed below. Failing to comply with any of the following rules will result in (1) cancellation of the contract between Student and Tutor and/or (2) inability to request for tutors through our services in future.

1. Scheduling an appointment

(a) Student must provide at least a 24-hour notice to their respective Tutor in order to set up a tutoring session between them.

(b) It is Student's responsibility to set up a meeting in advance to ensure that their tutoring sessions can take place as they need or wish. If Student fails to provide the 24-hour notice to their Tutor, the Tutor will not be responsible for missing or cancelling the suggested appointment.

(c) Student must contact their Tutor for scheduling their first appointment within a week after the assignment; otherwise, their request will be canceled.

2. Late arrival

(a) Student and Tutor are required to be present for their appointment by its starting time.

(b) If Student shows up late, they must still pay the full amount of the tutoring fee incurred based on the originally-scheduled starting and ending times.

(c) If Student wishes to extend the appointment with their Tutor due to their late arrival, the following rates are charged:

extended minutes	fees
up to 5 minutes ^{*1}	\$0
up to 15 minutes	\$5
up to 30 minutes	\$15
up to 45 minutes	\$20
up to 60 minutes	\$25
more than 60 minutes	combinations of the above ^{*2}

*¹ The 5 minute extension is solely for the purpose of allowing Student and Tutor to wrap up their appointment. Student is responsible for keeping track of their minutes spent during their appointment.

*² For instance, 80-minute extension incurs \$40 (\$25 from the 60 minutes and the additional \$15 from the “up to 30 minutes”)

(d) Student is responsible for communicating about a possible late arrival in advance.

(e) Under extraordinary circumstances only, any fees associated with being late are under the discretion of the Tutor.

3. Cancellation

(a) Student must provide their Tutor at least a 24-hour notice in case they wish to cancel an appointment that has already been scheduled.

(b) If Tutor does not hear about your cancellation within the time limit as listed in (a) above, Student is required to pay 50% of the tutoring fee that would have been charged for the appointment.

(c) Under extraordinary circumstances only, any fees associated with last-minute cancellation are under the discretion of the Tutor.

4. Tutor’s responsibilities

(a) Tutor is never required or expected to prepare for their tutoring sessions.

(b) Tutor may cancel the contract with Student based on their judgment regarding problems with the execution of their appointments.

(c) Student must acknowledge that they are solely responsible for the outcome of their assignment(s), exam(s) and the course(s) and that Tutor neither can guarantee nor is responsible for any form of improvement with Student’s grade(s) or academic performance in general.

(d) Tutor is never required or expected to prepare any change for the payment process.

(e) Tutor is never required or expected to do any tutoring-related work outside the appointment hours.

(f) Student who sees any concerns or issues with their Tutor must report to the Tutoring Services Coordinator immediately.

5. Payment

The following terms (a), (b) and (c) are for in-person meetings only:

(a) Student must prepare the exact amount in cash and pay it to their assigned Tutor at the beginning of each session.

(b) Payment is done in cash. No cheques are accepted.

(c) Payment may also be done through e-transfer if and only if both Student and Tutor agree on this method of payment. If so, Student must pay the exact amount immediately such that their

Tutor will be notified of the payment no later than 24 hours after their tutoring session

The following terms (d) and (e) are for online meetings only:

(d) Student must use the online method of payment (e-transfer) both Student and Tutor have agreed upon.

(e) Student must pay the exact amount immediately such that their Tutor will be notified of the payment no later than 24 hours after their tutoring session.

(f) Student is responsible for contacting their Tutor immediately should there be any issue regarding their payment.

The following signatures represent both Student and Tutor's acknowledgment and agreement regarding all the terms and rules listed on this contract form.

Student (henceforth, 'Student' in all the aforementioned terms)

Full (legal) name: _____

Signature: _____ Date: _____

Tutor (henceforth, 'Tutor' in all the aforementioned terms)

Full (legal) name: _____

Signature: _____ Date: _____