

2026 - 2027

The
TUTOR
— *Team*

POLICY HANDBOOK
PARENT GUIDE

EXHIBIT A TO THE MEMBERSHIP AGREEMENT

Connecting great students with great tutors.



STUDENT
FOCUSED



QUALITY
DRIVEN



NATIONWIDE



STRONG
PARTNERSHIPS

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SECTION 1: INTRODUCTION

Purpose of Services

The Tutor Team provides educational support services, including but not limited to:

- Academic tutoring
- Homework assistance
- Test preparation
- Study skills instruction
- Homeschool support
- Supplemental educational instruction
- Academic enrichment programs

Services are intended to supplement a student's education and are not intended to replace classroom instruction, special education services, counseling, therapy, psychological treatment, medical care, or other professional services.

The Tutor Team does not provide legal, medical, psychological, therapeutic, or clinical advice.

Membership Model

The Tutor Team operates under a membership-based model. Membership reserves recurring access to educational services and a dedicated place within a tutor's schedule. Membership fees are not solely payment for individual tutoring sessions attended. Membership supports:

- Reserved tutoring time
- Tutor availability
- Academic planning and support
- Progress monitoring
- Parent communication
- Administrative services
- Educational resources
- Learning platforms and software subscriptions
- Record maintenance and scheduling support

Membership remains active until canceled in accordance with the policies outlined in this handbook.

SECTION 2: ENROLLMENT AND REGISTRATION

Consultation

Prospective students or parents may submit an inquiry through The Tutor Team website or other approved communication channels.

A member of the leadership team will contact the family to schedule a consultation. During the consultation, leadership may discuss:

- Academic strengths and challenges
- Educational goals
- Learning preferences
- Scheduling needs
- Previous tutoring experiences
- Recommended services

Leadership reserves the right to determine whether The Tutor Team is an appropriate fit for the student's needs.

Assessments

In some cases, leadership may recommend or require an academic assessment before tutoring services begin.

- Assessments are billed separately from membership tuition and registration fees.
- Assessment fees are non-refundable and are not applied toward tuition or future services.

Enrollment Requirements

To secure enrollment, families must complete all required enrollment procedures, including:

- Submission of required registration forms
- Acceptance of all applicable agreements and policies
- Payment of the registration fee
- Payment of the first month's tuition
- Authorization of recurring automatic billing

Enrollment is not considered complete until all required documentation and payments have been received.

The Tutor Team reserves the right to deny or discontinue enrollment when it determines that services are not an appropriate fit or when policies have not been satisfied.

Registration Fee

A non-refundable registration fee of \$60 per student is due upon enrollment.

The registration fee helps offset costs associated with:

- Student onboarding
- Administrative setup
- Technology and platform setup
- Initial student review
- Record creation and maintenance
- Access to educational resources
- IXL access, when applicable

Registration fees are non-refundable and are not applied toward tuition.

Student Account Setup

Following enrollment, The Tutor Team will:

- Assign the student to an appropriate tutor based on academic needs, goals, and availability
- Establish a recurring tutoring schedule
- Create and maintain student accounts within company platforms
- Verify parent and student information
- Add contact information to communication systems as necessary

Tutor assignments are made at the discretion of leadership and may be modified when necessary to best support the student's educational needs.

Educational Documents

To assist with educational planning, families may be asked to provide relevant academic documents, including:

- Report cards
- Progress reports
- Standardized test scores
- FAST scores

- MAP assessments
- State assessment results
- IEPs
- 504 Plans
- Educational evaluations
- Writing samples
- Curriculum information
- Teacher feedback

Submission of educational records is voluntary unless otherwise required for a specific program or service. Families are responsible for ensuring that all submitted information is accurate and current.

SECTION 3: MEMBERSHIP, TUITION, AND BILLING

Membership Tuition

Students enroll as members of The Tutor Team.

Membership secures reserved instructional time and ongoing educational support throughout the year.

Tuition is based upon annual enrollment and reserved instructional time rather than the number of tutoring sessions that occur within a specific month. As a result, tuition remains consistent regardless of:

- Student absences
- Family vacations
- Schedule conflicts
- Public holidays
- School closures
- Variations in the number of instructional days within a billing cycle

Tuition rates are established by leadership and may be adjusted periodically.

Price Adjustments

The Tutor Team reserves the right to modify tuition rates and fees. Families will receive at least thirty (30) days written notice before any tuition adjustment becomes effective. Continued participation in services after the effective date constitutes acceptance of the revised rates.

Standard Tutoring Schedule

Unless otherwise approved by leadership:

Elementary Students

- Two 30-minute tutoring sessions per week
-

Middle School and High School Students

- One 60-minute tutoring session per week

Alternative schedules may be approved based upon student needs, tutor availability, and specialized programs.

Billing Procedures

Tuition payments are processed automatically through QuickBooks using the payment method authorized during enrollment. The first month's tuition and registration fee are collected during enrollment. Future tuition payments will be processed through recurring automatic billing.

Parents and guardians are responsible for:

- Maintaining current payment information
- Monitoring account activity
- Ensuring sufficient funds are available
- Promptly resolving payment issues

Failed or Declined Payments

If a payment is declined, returned, or otherwise unsuccessful, families will be notified and required to resolve the outstanding balance within five (5) business days.

The Tutor Team reserves the right to:

- Suspend tutoring services
- Pause future scheduling
- Restrict access to educational platforms
- Remove students from the tutoring schedule

until the account has been brought current.

Repeated failed payments may result in termination of services.

Returned Payment Fee

A \$25 returned payment fee may be assessed for payments returned due to:

- Insufficient funds
- Expired payment methods
- Invalid account information
- Bank rejection
- Chargebacks or payment reversals

Outstanding fees must be paid before services resume.

Minimum Enrollment Commitment

Meaningful academic growth requires consistency and continuity.

All new enrollments require a minimum **three-month membership commitment**.

Families agree to maintain active membership and tuition payments for a minimum of three consecutive months from the student's start date.

Membership Cancellation

Following completion of the minimum commitment period, families may cancel services by providing at least fifteen (15) days written notice to leadership. The payments will be cancelled for the following month (the 1st day of the month) provided the 15 days notice was provided. The student will have access to services until the end of the month. Unused classes will not be refunded.

Cancellation requests must:

- Be submitted in writing by email
- Include the student's name
- Clearly state the request to cancel services

Tuition remains due throughout the notice period.

Verbal cancellation requests are not considered official notice.

Re-Enrollment

Families who discontinue services and later wish to return may be required to:

- Complete a new registration process
- Pay a new registration fee
- Accept current tuition rates
- Accept current policies and procedures

Placement with the same tutor, schedule, or program cannot be guaranteed.

Freezing memberships

Membership pauses are granted solely at the discretion of The Tutor Team. Approved pauses do not guarantee preservation of the student's existing tutor assignment or time slot. If allowed, the frozen membership cannot exceed ninety (90) days, and a \$25 freezing fee will be charged to pause the account.

Non-Refundable Fees

The following fees and payments are non-refundable:

- Registration fees
- Assessment fees
- Membership fees
- Tuition payments
- Returned payment fees
- Missed sessions
- Late cancellations
- No-show appointments
- Freezing membership fees.

No refunds, credits, discounts, or prorated tuition will be provided for:

- Student absences
- Vacations
- Schedule conflicts
- Public holidays
- School closures
- Early withdrawal from services
- Unused tutoring sessions

SECTION 4: SCHEDULING, ATTENDANCE, AND MAKE-UP SESSIONS

Scheduling Procedures

The Tutor Team establishes recurring tutoring schedules designed to provide students with consistent instructional support.

All scheduling matters, including schedule changes, cancellations, make-up requests, and attendance concerns, must be coordinated through The Tutor Team leadership team.

Tutors are not authorized to:

- Modify student schedules
- Approve make-up sessions
- Authorize billing adjustments
- Grant policy exceptions
- Approve enrollment changes

Families should contact leadership directly regarding any scheduling-related concerns.

Rescheduling Requests

Families who need to reschedule a tutoring session must notify leadership at least twenty-four (24) hours before the scheduled session.

Rescheduling requests are subject to:

- Tutor availability
- Qualified substitute tutor availability
- Availability of alternative time slots
- Student account standing

Make-up sessions and alternate appointments are not guaranteed.

Requests received less than twenty-four (24) hours before the scheduled session may result in forfeiture of that session.

Attendance Expectations

Regular attendance is essential for academic progress and continuity of instruction. Students are expected to attend all scheduled tutoring sessions on time and prepared to learn. Parents and guardians are responsible for ensuring that students:

- Know their tutoring schedule
- Have access to the appropriate tutoring platform
- Are logged in and ready at the scheduled start time
- Have necessary materials available for instruction

Tutors and staff are not responsible for contacting students who are late or absent from scheduled sessions.

Session Start and End Times

Tutoring sessions begin and end at their scheduled times.

Students who arrive late may participate in the remainder of the session; however:

- Additional time will not be added to the end of the session
- Missed instructional time is forfeited
- The session will end at the regularly scheduled time

This policy ensures fairness to all students and protects the schedules of tutors and subsequent appointments.

Student Absences and No-Shows

Students who fail to attend a scheduled session without notice will be considered a no-show and will forfeit that session.

No refunds, credits, discounts, or guaranteed make-up sessions will be provided for:

- Missed sessions
- No-show appointments
- Late cancellations
- Student illness
- Family vacations
- Extracurricular activities
- Transportation issues
- Personal scheduling conflicts
- Failure to log in at the scheduled time

Repeated absences or no-shows may result in reassessment of scheduling priorities or termination of services.

Tutor Absences and Substitutions

If a tutor is unable to attend a scheduled session, The Tutor Team will make reasonable efforts to:

- Provide a qualified substitute tutor; or
- Coordinate a make-up session

The Tutor Team strives to ensure that students do not lose instructional time due to tutor-related absences whenever reasonably possible.

Weather and Emergency Closures

Because most tutoring services are provided online, sessions generally continue despite weather conditions.

In the event of severe weather, widespread outages, emergencies, or circumstances affecting service availability, The Tutor Team will communicate any schedule changes as soon as reasonably possible.

Make-up sessions resulting from company-related closures are subject to availability.

SECTION 5: TECHNOLOGY AND ONLINE LEARNING

Technology Requirements

Students participating in online tutoring are responsible for maintaining access to the technology necessary for successful participation.

At a minimum, students must have:

- Reliable internet access
- A functioning computer, laptop, tablet, or approved device
- Working audio capabilities
- Working video capabilities when required
- Access to required software and platforms
- A quiet, safe, and appropriate learning environment

The Tutor Team reserves the right to determine whether a student's technology setup is sufficient for participation.

Student Technology Responsibilities

Parents and students are responsible for:

- Testing devices before scheduled sessions
- Maintaining updated software and browsers
- Ensuring platform access prior to session start times
- Providing working equipment throughout tutoring sessions
- Minimizing distractions within the learning environment

Failure to maintain required technology may negatively impact the effectiveness of tutoring services.

Technical Difficulties

If technical difficulties occur before or during a tutoring session, families should contact leadership as soon as possible.

Leadership will make reasonable efforts to assist with:

- Platform access issues
- Login difficulties

- Audio problems
- Video problems
- General troubleshooting related to approved tutoring platforms

The Tutor Team cannot guarantee immediate resolution of technical issues.

Technology-Related Interruptions

If a session is interrupted due to technical issues on the student's end, tutoring may continue if the issue can be resolved within a reasonable period of time.

Technology-related interruptions originating from the student's equipment, internet connection, software, power supply, or learning environment do not automatically qualify for:

- Refunds
- Credits
- Tuition adjustments
- Make-up sessions

Examples include, but are not limited to:

- Internet outages
- Device malfunctions
- Power outages
- Software failures
- Browser incompatibility
- Failure to log in on time
- User error

Leadership may review unusual circumstances on a case-by-case basis and determine whether accommodations are appropriate.

Approved Platforms

Tutoring sessions may be conducted through approved company platforms, including but not limited to:

- Lessonspace
- Teachworks
- IXL
- Other educational or communication platforms approved by The Tutor Team

Families are responsible for maintaining access to required platforms and complying with platform usage requirements.

SECTION 6: PARENT AND STUDENT RESPONSIBILITIES

Parent Responsibilities

Parents and guardians play a critical role in supporting student success.

Parents and guardians agree to:

- Ensure consistent student attendance
- Encourage active participation in tutoring sessions
- Provide a suitable learning environment
- Provide necessary technology and educational materials
- Maintain accurate contact, emergency contact, and billing information
- Review communications from The Tutor Team in a timely manner
- Respond promptly to requests for information when necessary
- Notify leadership of any changes that may affect tutoring services
- Support completion of assigned practice, homework, or enrichment activities when applicable

Parents are responsible for ensuring that all information provided during enrollment remains accurate and current.

Student Responsibilities

Students are expected to:

- Attend scheduled sessions regularly
- Arrive prepared to learn
- Participate actively and make a reasonable effort
- Communicate academic needs and concerns appropriately
- Complete assigned work when applicable
- Follow tutor instructions and lesson expectations
- Use tutoring platforms appropriately
- Treat tutors, staff, and fellow students with respect

Student success is enhanced when students actively engage in the learning process.

Student Code of Conduct

To maintain a positive and productive learning environment, students are expected to demonstrate respectful and appropriate behavior at all times.

Students may not engage in:

- Disruptive behavior
- Harassment, bullying, or intimidation
- Threatening conduct
- Discriminatory behavior
- Inappropriate language
- Academic dishonesty, including cheating or plagiarism
- Intentional misuse of technology or educational platforms
- Conduct that interferes with the learning experience of others

The Tutor Team reserves the right to suspend or terminate services when student behavior significantly interferes with instruction, safety, or the educational experience.

Partnership for Student Success

The Tutor Team believes that the most successful tutoring relationships occur when students, families, tutors, and leadership work collaboratively toward shared academic goals.

Academic progress is strengthened through:

- Consistent attendance
- Open communication
- Student effort and participation
- Family support
- Mutual respect

All parties are expected to contribute positively to the educational partnership.

Leadership Responsibilities

The Tutor Team leadership team is responsible for:

- Student enrollment and onboarding
- Tutor assignments
- Scheduling oversight
- Attendance monitoring
- Billing and collections
- Student record maintenance

- Parent and tutor support
- Policy enforcement
- Student satisfaction monitoring
- General program administration

Leadership retains final authority regarding the interpretation and enforcement of company policies and procedures.

SECTION 7: COMMUNICATION POLICIES

Approved Communication Methods

The Tutor Team may communicate with parents, guardians, and students through approved communication methods, including but not limited to:

- Email
- Telephone
- Text message
- Teachworks
- Lessonspace
- Parent portals
- Other company-approved communication platforms

Parents and guardians are responsible for maintaining accurate, up-to-date contact information and regularly monitoring communications related to tutoring services.

The Tutor Team will make reasonable efforts to respond to inquiries from parents and guardians within one (1) business day. Response times may vary based on weekends, holidays, emergencies, staff availability, or the nature of the request.

Administrative Communication

To ensure consistency, appropriate documentation, and quality of service, all administrative and service-related matters must be directed to The Tutor Team leadership team.

Families should contact leadership regarding:

- Scheduling requests or changes
- Cancellations
- Attendance concerns
- Billing or payment questions
- Enrollment changes
- Membership matters
- Tutor concerns or feedback
- Technical support needs
- Requests for make-up sessions
- General service questions

Tutors are not authorized to:

- Modify recurring schedules
- Approve make-up sessions

- Adjust tuition, fees, or billing arrangements
- Grant exceptions to company policies
- Modify enrollment or membership terms

Any arrangement made without leadership authorization may be considered invalid.

Academic Communication with Tutors

Parents and guardians may communicate with tutors regarding matters directly related to the student's academic support, including:

- Student progress
- Current academic concerns
- Assignments or coursework
- Learning goals
- Relevant teacher feedback
- Educational materials
- Strategies for supporting learning

Administrative matters must remain directed to leadership.

Parent Communication Responsibilities

Parents and guardians are expected to:

- Review communications from The Tutor Team regularly
- Respond to time-sensitive requests when necessary
- Maintain accurate contact information
- Notify leadership of changes that may affect services
- Communicate concerns in a timely manner
- Provide relevant information that may reasonably affect the student's tutoring experience

The Tutor Team is not responsible for missed communications resulting from outdated contact information, full inboxes, spam filtering, blocked messages, or a parent's failure to monitor approved communication channels.

Reminder Notifications

The Tutor Team may provide appointment reminders as a courtesy.

Reminder notifications are not guaranteed and should not be relied upon as the sole method of tracking tutoring appointments.

Parents, guardians, and students remain responsible for:

- Knowing scheduled tutoring times
- Tracking recurring appointments

- Attending sessions on time
- Maintaining access to tutoring platforms

Failure to receive a reminder notification does not qualify a student for a refund, credit, tuition adjustment, make-up session, or rescheduled appointment.

Parent Follow-Up and Ongoing Support

Following a student's initial tutoring session, leadership may contact the parent or guardian to:

- Confirm satisfaction with services
- Address questions or concerns
- Review tutor placement
- Identify additional support needs
- Establish ongoing communication

The Tutor Team may also communicate periodically regarding student progress, attendance, scheduling, services, or other matters relevant to the tutoring relationship.

Respectful Communication

The Tutor Team is committed to maintaining a professional, respectful, and supportive environment for students, families, tutors, contractors, and staff.

Parents, guardians, and students are expected to communicate respectfully with all representatives of The Tutor Team.

The following conduct will not be tolerated:

- Harassment
- Intimidation
- Threatening behavior
- Abusive or hostile language
- Discriminatory conduct
- Repeated inappropriate communication
- Conduct that interferes with the safe or effective delivery of services

Violations may result in restrictions on communication, suspension of services, or termination of membership.

SECTION 8: PRIVACY, CONFIDENTIALITY, AND STUDENT RECORDS

Privacy and Confidentiality

The Tutor Team respects the privacy and confidentiality of students and families and will maintain reasonable safeguards to protect information collected in connection with educational services.

Information maintained by The Tutor Team may include:

- Student and parent contact information
- Enrollment information
- Billing and payment-related records
- Academic information
- Assessment results
- Tutoring notes
- Attendance records
- Scheduling information
- Progress information
- Educational documents
- Communications related to services

Information will be collected, maintained, accessed, and shared only as reasonably necessary for legitimate educational, administrative, operational, safety, legal, or business purposes.

Internal Information Sharing

Parents and guardians acknowledge that student information may be shared internally among individuals involved in providing, coordinating, administering, or supporting services.

This may include:

- Owners and leadership
- Assigned tutors
- Substitute tutors
- Administrative personnel
- Contractors or service providers with a legitimate operational need for access

Internal discussions may occur when reasonably necessary to:

- Plan instruction
- Support student progress
- Coordinate tutoring services
- Address scheduling or attendance concerns
- Evaluate tutor placement

- Resolve service concerns
- Maintain student safety
- Administer company operations

Only information reasonably necessary for the relevant purpose should be shared.

Educational Records and Documents

Families may voluntarily provide educational records to assist with tutoring and academic planning. Such records may include:

- Report cards
- Progress reports
- Standardized test results
- FAST scores
- MAP scores
- State assessment results
- IEPs
- 504 Plans
- Educational evaluations
- Writing samples
- Curriculum information
- Teacher feedback
- Other relevant academic materials

Families are responsible for ensuring that information and documents submitted to The Tutor Team are accurate and that they have appropriate authority to provide them.

The Tutor Team may use submitted educational information to support:

- Instructional planning
- Tutor placement
- Goal setting
- Progress monitoring
- Service recommendations
- Academic support

Disclosure of Information

Student or family information may be disclosed when:

- Authorized by the parent or guardian
- Reasonably necessary to provide or administer services
- Required by applicable law, regulation, subpoena, court order, or other lawful process
- Reasonably necessary to protect the safety of a student or another person
- Reasonably necessary to investigate suspected misconduct, fraud, abuse, or policy violations

- Shared with service providers supporting legitimate business operations, subject to reasonable confidentiality safeguards where appropriate

The Tutor Team does not guarantee absolute security of information transmitted or stored electronically.

Third-Party Platforms and Service Providers

The Tutor Team may use third-party platforms and service providers for purposes including:

- Scheduling
- Billing and payment processing
- Online tutoring
- Educational resources
- Communication
- Record management
- Administrative operations

Use of third-party services may be subject to the terms, privacy practices, availability, and security procedures of those providers.

The Tutor Team is not responsible for unauthorized access, data loss, service interruption, or security incidents caused solely by third-party systems outside its reasonable control, except as otherwise required by applicable law.

Record Accuracy

Parents and guardians are responsible for promptly notifying leadership of changes to:

- Contact information
- Emergency contact information
- Billing information
- Relevant academic information
- Other information reasonably necessary for the delivery of services

The Tutor Team may rely on information provided by parents and guardians when administering services.

Confidentiality Limitations

While The Tutor Team will take reasonable steps to protect confidential information, confidentiality cannot be guaranteed in circumstances involving:

- Legal reporting obligations
- Court orders or lawful process
- Safety emergencies
- Suspected abuse or neglect

- Threats of harm
- Other circumstances requiring or permitting disclosure under applicable law

Nothing in this policy is intended to prevent The Tutor Team from taking reasonable action to protect a student, tutor, staff member, or other person.

SECTION 9: STUDENT SAFETY AND CHILD PROTECTION

Commitment to Student Safety

The safety and well-being of students are priorities of The Tutor Team.\

The Tutor Team is committed to maintaining professional boundaries and providing educational services through appropriate, approved channels.

All students, families, tutors, contractors, and staff are expected to support a safe, respectful, and professional learning environment.

Professional Boundaries

Tutors and staff are expected to maintain appropriate professional boundaries with students at all times.

Tutors and staff may not engage in:

- Inappropriate personal relationships with students
- Sexual or romantic conduct with students
- Harassment, intimidation, or exploitation
- Inappropriate requests for personal information
- Conduct that compromises student safety
- Other behavior inconsistent with a professional educational relationship

Concerns regarding professional boundaries should be reported to leadership immediately.

Approved Tutoring Platforms and Channels

Tutoring sessions should take place through company-approved platforms and services. Communication concerning scheduling, billing, enrollment, service concerns, or other administrative matters must occur through approved company channels.

The Tutor Team may require that tutoring-related communications be redirected to leadership or another approved communication method when necessary for safety, documentation, or service oversight.

In-Person Contact and Transportation

Unless expressly authorized as part of an approved company service, tutors may not:

- Transport students
- Arrange private in-person meetings with students
- Meet students outside approved tutoring services
- Provide unauthorized childcare or supervision
- Establish personal relationships with students outside the professional tutoring relationship

Any approved in-person service may be subject to additional policies, procedures, and written requirements.

Safety Concerns and Reporting

Any concern involving student safety, welfare, suspected abuse, neglect, exploitation, inappropriate conduct, or threats of harm should be reported to The Tutor Team leadership immediately.

The Tutor Team reserves the right to:

- Document concerns
- Investigate alleged policy violations
- Suspend services while concerns are reviewed
- Restrict access to students or platforms
- Reassign tutors
- Terminate services or contractor relationships
- Contact emergency services or appropriate authorities when reasonably necessary or legally required

Nothing in this policy limits any reporting obligation imposed by applicable law.

Parent and Guardian Responsibilities for Online Sessions

Because online tutoring occurs remotely, parents and guardians remain responsible for providing appropriate supervision based on the student's age, maturity, individual needs, and circumstances. The Tutor Team and its tutors do not provide childcare, custodial supervision, emergency monitoring, or continuous physical supervision of students during online sessions.

Parents and guardians are responsible for:

- Ensuring the student is in a safe and appropriate location
- Remaining reasonably available when necessary
- Providing accurate emergency contact information
- Addressing emergencies occurring in the student's physical location
- Ensuring that the student's online participation is appropriate for their age and circumstances

Emergencies During Online Sessions

If a tutor becomes aware of an apparent emergency or immediate safety concern during an online session, the tutor may:

- Attempt to contact the parent or guardian

- Contact leadership
- End or pause the tutoring session
- Contact emergency services or appropriate authorities when reasonably necessary

Because tutoring is provided remotely, The Tutor Team cannot guarantee the ability to assess, respond to, or resolve emergencies occurring at the student's physical location.

Session Recordings

Tutoring sessions may not be recorded by students, parents, tutors, or other participants without prior authorization from The Tutor Team and any additional consent required by applicable law. When a recording is specifically requested or authorized, The Tutor Team may establish conditions regarding:

- Consent
- Purpose
- Access
- Storage
- Retention
- Distribution
- Deletion

Unauthorized recording, copying, publication, or distribution of tutoring sessions is prohibited.

Investigations and Protective Action

The Tutor Team reserves the right to investigate conduct that may:

- Compromise student safety
- Violate professional boundaries
- Violate company policies
- Disrupt the learning environment
- Create a risk to students, families, tutors, contractors, or staff

Pending review, The Tutor Team may take reasonable interim protective action, including suspension of sessions, reassignment of tutors, restriction of platform access, or temporary suspension of services.

The Tutor Team retains discretion to take appropriate action based on the circumstances and available information.

SECTION 10: MEDIA, TESTIMONIALS, AND STUDENT RECOGNITION

Purpose

The Tutor Team may celebrate student achievements, share educational success stories, and communicate information about its services through company websites, newsletters, social media platforms, printed materials, digital communications, and other promotional or educational channels.

The Tutor Team is committed to protecting student privacy when using photographs, testimonials, work samples, success stories, or other student-related content.

Media Consent

Unless a parent or guardian provides written notice opting out of such use, the parent or guardian authorizes The Tutor Team to use approved student-related content for educational, informational, promotional, and marketing purposes, subject to the privacy protections outlined in this Section.

Student-related content may include:

- Photographs
- Testimonials
- Parent feedback
- Student feedback
- Success stories
- Academic milestones
- Awards and achievements
- Student work samples
- Projects
- Wishes for student birthdays
- Messages or communications regarding positive experiences or outcomes

The Tutor Team reserves the right to determine whether submitted or available content is appropriate for publication and is under no obligation to publish any content.

Protection of Student Privacy

When publicly sharing student achievements, success stories, or academic accomplishments, The Tutor Team will take reasonable steps to protect student privacy.

Unless additional written permission is provided, The Tutor Team will:

- Use only the student's first name
- Not disclose the student's last name
- Not disclose the student's home address
- Not disclose the student's city or precise location
- Not disclose the student's school
- Not disclose personal contact information
- Not disclose student identification numbers
- Not disclose confidential academic records
- Not disclose other personally identifying information that is unnecessary for the intended purpose

Photographs of students will be used only in accordance with applicable consent and company policy.

Student Work Samples

Student work may be shared for educational, informational, promotional, or marketing purposes. Before public use, The Tutor Team will take reasonable steps to remove personally identifying information, including:

- Last names
- School names
- Teacher names
- Addresses
- Cities or specific locations
- Student identification numbers
- Contact information
- Other identifying details not reasonably necessary for publication

Student work may identify the student by first name and grade level unless the parent or guardian has opted out or additional restrictions apply.

Testimonials and Feedback

The Tutor Team may use testimonials, reviews, feedback, emails, messages, survey responses, and other communications provided by parents, guardians, or students for promotional, educational, or marketing purposes, subject to applicable consent requirements and the privacy protections contained in this handbook.

Testimonials and feedback may be edited for:

- Length
- Grammar
- Spelling
- Formatting
- Clarity

Any edits should preserve the original meaning and intent.

Social Media and Online Marketing

The Tutor Team may highlight student achievements, milestones, academic growth, completed projects, awards, and other successes through:

- Social media platforms
- Company websites
- Newsletters
- Digital marketing materials
- Printed promotional materials
- Other company communications

Parents or guardians may be tagged or identified only when appropriate and consistent with applicable consent.

Withdrawal of Media Consent

Parents and guardians may withdraw consent for future use of their child's photographs, testimonials, work samples, or success stories by providing ***written notice*** to leadership.

Withdrawal requests will apply prospectively and will be implemented within a reasonable period of time.

The Tutor Team cannot guarantee removal of:

- Materials published before receipt and implementation of the withdrawal request
- Printed materials already produced or distributed
- Archived materials
- Content independently copied, reposted, downloaded, or shared by third parties outside The Tutor Team's reasonable control

SECTION 11: EDUCATIONAL SERVICES AND ACADEMIC POLICIES

Tutor Assignments

Tutor assignments are made by The Tutor Team leadership based on factors including:

- Student academic needs
- Educational goals
- Learning preferences
- Student personality
- Tutor qualifications
- Tutor availability
- Schedule compatibility
- Program requirements

The Tutor Team will make reasonable efforts to provide an appropriate tutor match; however, assignment to a particular tutor is not guaranteed.

Tutor assignments may be modified when reasonably necessary due to:

- Tutor availability
- Scheduling changes
- Student needs
- Program changes
- Performance concerns
- Leave or absence
- Termination of a tutor relationship
- Other operational considerations

The Tutor Team retains final discretion regarding tutor assignments, substitutions, and reassignments.

Substitute Tutors

When a regularly assigned tutor is unavailable, The Tutor Team may provide a qualified substitute tutor when reasonably possible.

A student's participation in services is not conditioned upon access to one specific tutor unless expressly agreed in writing by leadership.

Educational Planning

The Tutor Team may use available academic information to support educational planning, including:

- Parent input
- Student input
- Tutor observations
- Report cards
- Progress reports
- Assessment results
- Standardized test scores
- IEPs
- 504 Plans
- Educational evaluations
- Teacher feedback
- Student work samples
- Curriculum information

Educational planning is intended to support tutoring services and does not constitute a formal diagnosis, clinical evaluation, special education determination, or professional assessment outside the scope of services expressly provided.

Educational Materials and Resources

Membership or participation in services may include access to:

- IXL
- Digital educational content
- Learning platforms
- Assessments
- Study guides
- Practice activities
- Worksheets
- Downloads
- Printed materials
- Proprietary educational resources

Unless otherwise stated, materials created or provided by The Tutor Team remain the property of The Tutor Team or the applicable third-party rights holder.

Families and students may use materials for personal educational purposes associated with their participation in services.

Materials may not be:

- Resold
- Republished
- Commercially distributed
- Publicly posted
- Reproduced for unauthorized purposes
- Shared in violation of copyright, license restrictions, or applicable terms of use

Access to third-party resources may be subject to separate provider terms and may end when membership or eligibility ends.

Scope of Educational Services

The Tutor Team provides educational support services, which may include:

- Academic tutoring
- Homework assistance
- Test preparation
- Study skills support
- Homeschool assistance
- Supplemental instruction
- Academic enrichment

Services are intended to supplement education and do not replace:

- Classroom instruction
- School-based intervention
- Special education services
- Counseling
- Therapy
- Psychological treatment
- Medical treatment
- Legal services
- Clinical services

Nothing provided by The Tutor Team constitutes legal, medical, psychological, therapeutic, or clinical advice.

No Guarantee of Educational Outcomes

The Tutor Team is committed to providing high-quality educational support; however, educational outcomes cannot be guaranteed.

The Tutor Team makes no guarantee regarding:

- Grades
- Grade point averages
- Class rankings
- Test scores
- Standardized assessment results
- Scholarships
- College or school admissions
- Promotion or retention decisions
- Academic awards
- Graduation
- Placement decisions
- Specific rates or amounts of academic progress

Student outcomes depend on numerous factors outside The Tutor Team's control, including:

- Attendance
- Student participation
- Student effort
- Completion of assigned practice
- Consistency
- Home support
- School instruction
- Individual learning needs
- Health and well-being
- External circumstances

Payment for services does not guarantee any particular academic result.

SECTION 12: SUSPENSION AND TERMINATION OF SERVICES

Suspension of Services

The Tutor Team reserves the right to temporarily suspend services when reasonably necessary. Grounds for suspension may include, but are not limited to:

- Outstanding balances
- Failed or declined payments
- Repeated policy violations
- Repeated attendance concerns
- Repeated disruptive behavior
- Safety concerns
- Abusive or threatening conduct
- Failure to maintain required technology
- Misuse of company platforms
- Circumstances requiring investigation
- Other conduct that materially interferes with the delivery of services

During a suspension, access to tutoring sessions, educational platforms, resources, scheduling, or other membership benefits may be restricted.

Unless otherwise required by applicable law or expressly agreed in writing, suspension resulting from a family's breach of policy does not automatically create a right to a refund, credit, tuition adjustment, or extension of membership.

Immediate Termination by The Tutor Team

The Tutor Team reserves the right to terminate services immediately when reasonably necessary to protect students, tutors, staff, contractors, company operations, or the integrity of services.

Grounds for immediate termination may include, but are not limited to:

- Repeated non-payment of tuition or fees
- Material breach of the Membership Agreement
- Repeated or serious violations of company policies
- Fraudulent or intentionally inaccurate information
- Harassment
- Discrimination
- Intimidation
- Abusive language or conduct
- Threatening behavior
- Inappropriate conduct

- Serious student misconduct
- Safety concerns
- Violations of professional boundaries
- Misuse of company platforms or educational materials
- Conduct that materially disrupts services
- Conduct that creates an unreasonable risk to students, families, tutors, staff, or contractors

When circumstances permit, The Tutor Team may provide notice of concerns and an opportunity to correct the issue before termination. However, corrective opportunities are not guaranteed and are not required when leadership determines immediate action is appropriate.

Effect of Termination

Upon termination:

- Future tutoring sessions may be canceled
- Access to company platforms may be discontinued
- Access to educational resources may be restricted or terminated
- Tutor assignments may end immediately
- Membership benefits may cease

Any outstanding balances remain due and payable.

Termination does not automatically entitle a family to a refund, credit, or prorated tuition adjustment, except where otherwise required by applicable law or expressly agreed in writing.

Removal from Schedule

Students may be removed from recurring schedules due to:

- Non-payment
- Extended suspension
- Repeated absences
- Repeated no-shows
- Policy violations
- Termination of services
- Operational necessity

Removal from a recurring schedule may result in loss of the student's existing tutor or time slot. Reinstatement is subject to leadership approval and availability.

SECTION 13: LEGAL TERMS AND GENERAL PROVISIONS

General Disclaimer

The Tutor Team provides educational support services only.

Information, recommendations, observations, resources, and communications provided through tutoring services are educational in nature and are not substitutes for professional legal, medical, psychological, therapeutic, diagnostic, or clinical services.

Parents and guardians remain responsible for obtaining appropriate professional services when necessary.

Third-Party Services and Platforms

The Tutor Team may use third-party providers for:

- Online tutoring
- Scheduling
- Billing
- Payment processing
- Communication
- Educational resources
- Software
- Data storage
- Administrative operations

Third-party services may experience outages, interruptions, errors, security incidents, changes in availability, or other failures outside The Tutor Team's reasonable control.

The Tutor Team does not guarantee uninterrupted availability of third-party services.

Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE TUTOR TEAM AND ITS OWNERS, OFFICERS, EMPLOYEES, CONTRACTORS, TUTORS, AGENTS, AND REPRESENTATIVES SHALL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR RELATED TO SERVICES, MEMBERSHIP, OR PARTICIPATION IN TUTORING.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE TUTOR TEAM SHALL NOT BE LIABLE FOR LOSSES OR DAMAGES ARISING SOLELY FROM CIRCUMSTANCES OUTSIDE ITS REASONABLE CONTROL, INCLUDING:

- INTERNET OUTAGES
- POWER OUTAGES
- DEVICE FAILURES
- SOFTWARE FAILURES
- THIRD-PARTY PLATFORM INTERRUPTIONS
- UNAUTHORIZED THIRD-PARTY CONDUCT
- LOSS OF DATA CAUSED BY THIRD-PARTY SYSTEMS
- SERVICE INTERRUPTIONS BEYOND REASONABLE CONTROL

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE AGGREGATE LIABILITY OF THE TUTOR TEAM ARISING OUT OF OR RELATING TO THE SERVICES, MEMBERSHIP, OR THESE POLICIES SHALL NOT EXCEED THE AMOUNT OF MEMBERSHIP OR SERVICE FEES ACTUALLY PAID TO THE TUTOR TEAM BY THE APPLICABLE FAMILY DURING THE THIRTY (30) DAYS IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO THE CLAIM.

NOTHING IN THIS PROVISION EXCLUDES OR LIMITS LIABILITY THAT CANNOT LAWFULLY BE EXCLUDED OR LIMITED.

Indemnification

To the maximum extent permitted by applicable law, the parent or guardian agrees to indemnify, defend, and hold harmless The Tutor Team and its owners, officers, employees, contractors, tutors, agents, and representatives from and against third-party claims, liabilities, losses, damages, costs, and reasonable expenses arising out of or relating to:

- Materially inaccurate or unauthorized information provided by the parent, guardian, or student
- The parent, guardian, or student's material violation of the Membership Agreement or these policies
- Unauthorized misuse, reproduction, or distribution of educational materials
- Unlawful or unauthorized use of company platforms or services
- Conduct by the parent, guardian, or student that causes injury, loss, or damage to a third party

This provision does not require indemnification for claims arising solely from The Tutor Team's own gross negligence, willful misconduct, or other liability that cannot lawfully be shifted under applicable law.

Force Majeure

The Tutor Team shall not be liable for delay, interruption, or failure to perform obligations when caused by circumstances beyond its reasonable control.

Such circumstances may include, but are not limited to:

- Natural disasters
- Severe weather
- Fire
- Flood
- Pandemics or public health emergencies
- Government action
- War or civil unrest
- Labor disputes
- Power outages
- Internet disruption
- Telecommunications failures
- Technology failures
- Third-party platform outages
- Other events beyond reasonable control

The Tutor Team will make reasonable efforts to communicate significant service disruptions and resume services when reasonably possible.

Governing Law

The Membership Agreement and these policies shall be governed by and construed in accordance with the laws of the State of Florida, without regard to conflict-of-law principles, except to the extent superseded by applicable federal law.

Venue

To the extent permitted by applicable law, any legal action arising out of or relating to the Membership Agreement, these policies, membership, or services shall be brought in a court of competent jurisdiction located in Walton County, Florida.

The parties consent to personal jurisdiction and venue in such courts, except where applicable law requires otherwise.

Good-Faith Dispute Resolution

Before initiating litigation, the parties agree to make reasonable good-faith efforts to resolve disputes informally.

A party raising a dispute should provide written notice describing:

- The nature of the dispute
- Relevant facts
- The requested resolution

The parties will make reasonable efforts to discuss and resolve the matter.

If informal resolution is unsuccessful, the parties may mutually agree to participate in mediation before litigation.

Unless otherwise required by law or agreed in writing, each party shall bear its own legal fees and costs.

Relationship of the Parties

Nothing in the Membership Agreement or these policies creates a partnership, joint venture, fiduciary relationship, employment relationship between a family and The Tutor Team, or other relationship beyond the contractual provision of educational support services.

Tutors may be employees or independent contractors of The Tutor Team, as determined by the applicable relationship and law. Families do not have authority to direct or modify The Tutor Team's contractual relationships with tutors.

No Waiver

Failure by The Tutor Team to enforce any provision of the Membership Agreement or these policies on one occasion does not constitute a waiver of the right to enforce that provision on another occasion.

Any waiver must be expressly authorized in writing by The Tutor Team.

Policy Modifications

The Tutor Team reserves the right to modify operational policies and procedures from time to time. When a modification materially affects enrolled families, The Tutor Team will provide reasonable notice before the change becomes effective, except when immediate changes are reasonably necessary for:

- Safety
- Legal compliance
- Regulatory requirements
- Security
- Emergency operations

Changes to material contractual or financial obligations will be handled in accordance with the Membership Agreement and applicable law.

Continued participation after the effective date of a properly noticed policy modification may constitute acceptance to the extent permitted by applicable law and the Membership Agreement.

Conflict Between Documents

These policies are incorporated into and form part of the Membership Agreement.

If a direct conflict exists between the Membership Agreement and this handbook, the Membership Agreement shall control unless expressly stated otherwise in writing.

Entire Agreement

The Membership Agreement, together with incorporated exhibits, addenda, policies, and documents expressly made part of the agreement, constitutes the entire agreement between the parties concerning the subject matter addressed therein.

Prior or contemporaneous oral statements, representations, or understandings do not modify the written agreement.

Any contractual modification must be made in accordance with the modification provisions of the Membership Agreement.

Severability

If any provision of the Membership Agreement or these policies is determined to be invalid, illegal, or unenforceable, the remaining provisions shall remain in full force and effect to the maximum extent permitted by law.

Where permitted, an invalid or unenforceable provision shall be interpreted or limited as necessary to make it enforceable while preserving its intended purpose as closely as possible.

Survival

Provisions that by their nature are intended to survive termination or expiration shall remain effective after services end.

Such provisions may include, as applicable:

- Outstanding payment obligations
- Confidentiality obligations

- Intellectual property protections
- Limitations of liability
- Indemnification obligations
- Dispute resolution provisions
- Governing law and venue provisions

Headings

Section titles and headings are provided for convenience and organization only and do not limit or alter the meaning of the provisions contained in this handbook.

Acknowledgment and Incorporation

THIS COMPREHENSIVE POLICIES AND PROCEDURES HANDBOOK IS INCORPORATED INTO AND FORMS PART OF THE TUTOR TEAM MEMBERSHIP AGREEMENT.

BY SIGNING THE MEMBERSHIP AGREEMENT, THE PARENT OR GUARDIAN ACKNOWLEDGES THAT THEY HAVE RECEIVED OR BEEN PROVIDED ACCESS TO THIS HANDBOOK AND AGREE TO COMPLY WITH ITS APPLICABLE TERMS AND POLICIES.