



1-on-1 Tutoring Policy Sheet

Parent-facing guide for tutoring packages, scheduling, billing, and session expectations

Quick Policy Snapshot

Policy Area	Core Rule
Payment Before Start	Payment is due before the first scheduled session or package begins.
Reserved Time	Recurring time slots are reserved for students who attend consistently.
Late Arrivals	Late arrivals do not automatically extend the session, shift the time, or reduce the cost.
Package Use	Packages must be used within the agreed package period unless an extension is approved.
No Sharing Packages	Sessions may not be transferred, shared, or split between siblings or other students.
TutorBird Payments	Invoices, payments, receipts, balances, and package records are tracked through TutorBird when possible.

1 Program Overview

Mindblown Tutoring's 1-on-1 tutoring program provides individualized academic support based on the student's current needs, goals, and schedule. Sessions may focus on homework support, test preparation, skill-building, review, or targeted academic intervention depending on the student's program plan.

1-on-1 tutoring is scheduled by appointment and is separate from the Group Tutoring program. Because session times are reserved specifically for the student, families are expected to communicate schedule changes as early as possible.

1-on-1 tutoring may be offered as individual sessions, tutoring packages, or specialized test-prep packages depending on the student's needs and availability.

2 Payment & Packages

Payment for 1-on-1 tutoring is due before sessions begin. Depending on the student's needs and schedule, 1-on-1 tutoring may be billed as a single session, a tutoring package, or a specialized test prep package.

Tutoring packages must be paid in full before the first session in the package. A student's scheduled time is not considered reserved until payment has been received.

Package pricing, session length, number of sessions, and program focus will be communicated before payment is collected. Any special pricing, courtesy rates, discounts, or adjusted package terms must be approved by Mindblown Tutoring and recorded in TutorBird.

Payments are processed through TutorBird when available so invoices, receipts, balances, and session records can be tracked accurately.

3 Scheduling & Session Use

1-on-1 sessions are scheduled by appointment based on student needs, tutor availability, and family availability. Families are encouraged to schedule sessions in advance to secure preferred times.

Scheduled session times are reserved specifically for the student. Sessions should be used for the agreed tutoring purpose, such as academic support, homework help, review, skill-building, or test preparation.

If a student is using a tutoring package, each completed session will count toward the package total. Families may be reminded when a package is close to being completed so they can renew before additional sessions are scheduled.

Additional sessions beyond the original package are not guaranteed and depend on availability.

4 Cancellation & Rescheduling Policy

Families are encouraged to notify Mindblown Tutoring as early as possible if a scheduled 1-on-1 session needs to be canceled or rescheduled.

Because 1-on-1 sessions reserve a specific time for the student, cancellations and rescheduling requests are subject to availability. Mindblown Tutoring will make reasonable efforts to reschedule when possible, but preferred times are not guaranteed.

Recurring time slots are reserved for students who attend consistently. Repeated cancellations, frequent rescheduling, or inconsistent attendance may result in the student's recurring time slot being released and offered to another family.

Sessions canceled with very short notice may still count toward the student's package or may be marked as billable at Mindblown Tutoring's discretion.

5 No-Show & Late Arrival Policy

A no-show occurs when a student does not attend a scheduled session and the family does not provide notice before the session time.

No-shows may count toward the student's package or may be marked as billable at Mindblown Tutoring's discretion. Repeated no-shows may affect the student's ability to keep a recurring time slot.

If a student arrives late, the session will still end at the originally scheduled time. Late arrivals do not automatically extend the session, shift the session time, or reduce the session cost.

For example, if a session is scheduled from 7:00-8:00 pm and the student arrives at 7:30 pm, the session is still scheduled to end at 8:00 pm.

Extensions may only be offered when approved by Mindblown Tutoring and when the schedule allows. Extensions are not guaranteed and should not be expected as a regular solution for late arrivals.

Families are encouraged to communicate as early as possible if a student is running late or unable to attend.

6 Package Expiration & Renewal

Tutoring packages are intended to be used consistently within the agreed package period. Unless otherwise approved by Mindblown Tutoring, 1-on-1 tutoring packages must be used within 45 days of the initial payment date.

Unused sessions do not automatically roll over beyond the package period. Extensions may be considered only when approved by Mindblown Tutoring and are not guaranteed.

Families may be reminded when a package is close to completion so they can renew before additional sessions are scheduled. Additional sessions are not guaranteed until a new package or session payment has been completed.

Special package terms, courtesy extensions, or adjusted expiration dates must be approved by Mindblown Tutoring and recorded in TutorBird.

7 Online & In-Person Session Expectations

1-on-1 tutoring may be offered in person or online depending on the student's needs, tutor availability, and program arrangement.

For online sessions, students are expected to join on time, have any needed materials ready, and be in a quiet environment where they can participate. Technical issues should be communicated as soon as possible. If a student is unable to join due to a preventable or last-minute issue, the session may still count toward the package at Mindblown Tutoring's discretion.

For in-person sessions, students are expected to arrive on time and be picked up promptly at the end of the scheduled session. Late arrivals do not automatically extend the session time.

Families are responsible for making sure students have any required materials, assignments, login information, calculators, notebooks, or school resources needed for the session.

8 Communication & Student Preparedness

Families are encouraged to communicate with Mindblown Tutoring as early as possible regarding scheduling needs, cancellations, student concerns, academic updates, or changes in tutoring goals.

Parents are encouraged to share important updates that may affect the student's tutoring plan, such as upcoming tests, missing assignments, teacher feedback, grade changes, or areas of concern.

Students are expected to arrive prepared and ready to participate. This may include bringing homework, notes, study guides, calculators, login information, school resources, or any materials needed for the session.

Mindblown Tutoring will make reasonable efforts to support the student's academic goals, but progress depends on consistent attendance, student participation, communication, and practice outside of tutoring when recommended.

9 Program Changes & Scope of Support

1-on-1 tutoring is based on the student's agreed tutoring plan, subject area, and academic goals. If a family would like to change the tutoring focus, add a new subject, prepare for a specific exam, or adjust the student's program, they should notify Mindblown Tutoring in advance.

Program changes may require a different session structure, package, price, tutor availability, or schedule. Changes are not guaranteed and must be approved by Mindblown Tutoring before being added to the tutoring plan.

Tutoring packages and scheduled sessions are assigned to the individual student listed at the time of enrollment. Sessions may not be transferred, shared, or split between siblings, relatives, or other students.

Families interested in tutoring for an additional child may request a separate tutoring plan. Sibling discounts may be available when multiple students from the same family are enrolled.

10 Refunds, Credits & Unused Sessions

Payments for 1-on-1 tutoring sessions or packages reserve tutoring time, preparation, and scheduling availability. Payments are not automatically refundable once a session or package period has begun.

Unused sessions do not automatically convert into refunds, credits, or future services beyond the agreed package period.

Courtesy credits, extensions, or adjustments may be considered only when approved by Mindblown Tutoring and must be recorded in TutorBird.

If a family chooses to stop tutoring before using all sessions in a package, remaining sessions are not automatically refunded or transferred.

11 Payment Methods & Invoices

Invoices are sent through TutorBird and may be paid online through the invoice link. Online payments are processed securely through the payment options available in TutorBird.

Payment is due before the first scheduled session of a package or before an individual session begins. A student's session time is not considered reserved until payment has been received.

Families are encouraged to use the online payment option provided through TutorBird so payments, receipts, balances, and package records can be tracked accurately.

If a payment is made outside of TutorBird through another approved payment method, Mindblown Tutoring will manually record the payment in TutorBird once received.

12 Policy Updates & Program Eligibility

Mindblown Tutoring may update tutoring policies, pricing, package options, scheduling procedures, or payment expectations when needed to better support students, families, and business operations.

Families will be notified of major changes when applicable. Updated policies may apply to future sessions, package renewals, new enrollments, or continued participation in the program.

Mindblown Tutoring may recommend a different tutoring format, schedule, package, or program if a student's needs change or if the current arrangement is no longer the best fit.

Continued enrollment is subject to availability, payment status, attendance consistency, and program fit.

13 Acknowledgment & Agreement

By enrolling in 1-on-1 tutoring, families acknowledge that they have reviewed and understand the 1 on-1 tutoring policies, including payment expectations, package terms, scheduling rules, cancellation policies, late arrival/no-show expectations, and package expiration guidelines.

Enrollment, payment, and continued participation in 1-on-1 tutoring indicate agreement with these policies.

Mindblown Tutoring may update policies when needed to better support students, families, scheduling, billing, and program operations. Families will be notified of major policy changes when applicable.