



Group Tutoring Policy Sheet

Parent-facing guide for monthly enrollment, attendance, billing, and make-up expectations

Quick Policy Snapshot

Policy Area	Core Rule
Monthly Program	Group Tutoring is billed as a monthly program, not as a drop-in session bank.
Reserved Seat	Payment reserves the student's spot in the scheduled group block for the month
Make-Up Limit	Up to 2 courtesy make-up opportunities may be offered per month when space allows.
No Automatic Rollovers	Missed sessions do not automatically roll over, create credits, or reduce the monthly rate.
Program Holds	Planned extended absences may be reviewed in advance, but holds are not automatic.
TutorBird Payments	Invoices and online payments are handled through TutorBird when possible.

1 Program Overview

Mindblown Tutoring's Group Tutoring program is a structured monthly tutoring program designed to provide students with consistent academic support in a small-group setting. Enrollment in the program reserves the student's place in the scheduled group block for the month.

Group Tutoring is designed for consistency. Students benefit most when they attend regularly, follow the schedule, and use make-up opportunities only when approved and available

2 Payment & Billing

Group Tutoring is billed as a monthly program, not as individual drop-in sessions. Payment is due before the start of the month or program period in order to reserve the student's spot.

Invoices are sent through TutorBird, and payments may be completed online through the invoice link. A student's place in the group is only considered reserved once payment has been received.

Missed classes do not reduce the monthly rate, and unused sessions do not automatically roll over into a future month.

3 Attendance & Make-Up Policy

Consistent attendance is important for students to receive the full benefit of the Group Tutoring program. Families are encouraged to notify Mindblown Tutoring as early as possible if a student will be absent.

Because Group Tutoring is billed as a monthly reserved-seat program, missed sessions do not automatically roll over, create credits, or reduce the monthly rate.

Mindblown Tutoring may offer up to 2 courtesy make-up opportunities per month when space and scheduling allow. Make-up opportunities are not guaranteed and may depend on the student's regular schedule, available group space, and program fit.

Designated make-up windows, such as select Saturdays, may be offered during the month when scheduling allows. These make-up windows are intended for approved absences only and do not create additional credits, refunds, or rollover sessions.

Extended absences, vacations, trips, holiday travel, or repeated missed sessions do not automatically create additional make-up opportunities beyond the courtesy make-up limit.

4 Extended Absences & Program Holds

Families planning an extended absence, vacation, or temporary break may request a program hold in advance. Program holds are not automatic and are subject to approval, schedule availability, and the student's expected return date.

A student's spot in the group is only guaranteed once the return month has been paid and reserved. Short-term absences during an active billing month do not qualify as a program hold and do not create credits, refunds, or additional make-up sessions.

Program holds are intended for planned extended absences only and should be communicated as early as possible.

5 Reserved Seat & Scheduling Policy

Enrollment in Group Tutoring reserves the student's spot in the scheduled group block for the month. Because group space is limited, each enrolled student takes a spot that cannot always be offered to another family.

Students are expected to attend during their regular scheduled group time. Schedule changes may be requested, but they are not guaranteed and depend on available space, staffing, and program fit.

Payment must be completed by the listed due date in order to reserve the student's spot for the upcoming month. If payment is not received by the due date, the student's spot may be offered to another family or placed on hold until availability is confirmed.

For students attending a partial group schedule, such as specific days or a shorter time block, the agreed schedule will be recorded in TutorBird. Any additional attendance outside of the regular schedule must be approved by Mindblown Tutoring.

6 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 by the listed invoice due date. For monthly Group Tutoring, payment must be completed before the student's spot is considered reserved for the upcoming month.

Families are encouraged to use the online payment option provided through TutorBird so payments, receipts, and balances can be tracked accurately. Once payment is completed, an automatic receipt may be sent for the family's records.

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

7 Communication & Parent Expectations

Families are encouraged to communicate with Mindblown Tutoring as early as possible regarding absences, schedule changes, payment questions, or any concerns related to the student's tutoring program.

For attendance and scheduling purposes, advance notice is appreciated but does not guarantee a make-up opportunity, schedule change, credit, or refund. Make-up opportunities remain subject to availability and approval.

Parents are responsible for keeping contact information up to date in TutorBird so invoices, reminders, receipts, and important program updates can be received in a timely manner.

Mindblown Tutoring will use TutorBird and/or direct communication to share important updates related to billing, scheduling, attendance, and program changes.

8 Program Changes, Withdrawal & Re-Enrollment

Families who would like to change a student's schedule, pause enrollment, switch programs, or withdraw from Group Tutoring should notify Mindblown Tutoring as early as possible.

Because Group Tutoring spots are limited, schedule changes and program changes are not guaranteed and depend on availability, staffing, and program fit.

If a family chooses to withdraw from the Group Tutoring program, the student's spot may be offered to another family. Re-enrollment is subject to availability and is not guaranteed.

Payments already made for an active billing period are not automatically refunded or credited due to withdrawal, schedule changes, or missed attendance.

9 Holidays, Closures & Calendar Changes

Mindblown Tutoring may be closed for holidays, scheduled breaks, staff availability, or other planned closures. Families will be notified of known closures as early as possible.

Closures initiated by Mindblown Tutoring may be handled through schedule adjustments, designated make-up windows, or other arrangements when appropriate.

Student absences due to family travel, vacations, long weekends, or personal scheduling conflicts are handled under the regular Attendance & Make-Up Policy and do not automatically create credits, refunds, or additional make-up sessions.

Mindblown Tutoring may update the group calendar or schedule when needed. Any major calendar changes will be communicated to families in advance whenever possible.

10 Policy Updates & Program Eligibility

Mindblown Tutoring may update Group Tutoring policies, pricing, scheduling procedures, payment expectations, attendance guidelines, or make-up policies when needed to better support students, families, and program operations.

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

Continued enrollment in Group Tutoring is subject to availability, payment status, attendance consistency, behavior, and program fit.

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

11 Acknowledgment & Agreement

By enrolling in Group Tutoring, families acknowledge that they have reviewed and understand the Group Tutoring policies, including payment expectations, attendance rules, make-up limitations, reserved seat policies, and program hold guidelines.

Enrollment and continued participation in the program 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.