

# Math + Mandate Tutoring Policy & Agreement

Welcome to Math +Mandate. Our goal is to provide a safe, structured, and supportive learning environment that promotes academic growth, confidence, and student success. By enrolling in tutoring services, parents/guardians agree to the following policies and expectations.

## Tutoring Agreement

Math +Mandate provides academic support services designed to help students strengthen math skills and build confidence. While we are committed to student growth, we do not guarantee:

- Specific grades,
- STAAR scores, or
- Academic outcomes.

## Attendance, Late Arrival & Cancellation Policy

Tutoring sessions are reserved specifically for each enrolled student. To maintain a structured tutoring schedule, students are expected to arrive on time for all sessions.

- Cancellations made at least 24 hours in advance may be rescheduled with no penalty.
- Same-day cancellations will result in a \$40 cancellation fee charged to the card on file.
- Students arriving more than 30 minutes late will have their session canceled with no refund or session credit provided.
- No-call/no-show appointments will result in a \$60 fee charged to the card on file.
- Repeated no-call/no-show appointments may result in suspension or termination of tutoring services.

**\*Monthly memberships reserve a recurring tutoring time slot for each student. Cancellation fees help cover reserved tutor time, staffing, and scheduling costs.\***

## Late Pickup Policy

Parents/guardians are expected to pick students up promptly after each session. Repeated late pickups may result in temporary suspension of tutoring services. Parents/guardians will be allotted a 10-minute grace period for an accumulation of three late pickups. Memberships will be subject to suspension or termination.

## Payment Policy

All payments made to Math + Mandate are **non-refundable**.

By enrolling in services, parents/guardians acknowledge that tutoring memberships reserve tutor time, staffing, and scheduling accommodations. Parents/guardians agree not to initiate improper chargebacks or payment disputes for reserved sessions, membership fees, cancellation fees, or services provided. Math + Mandate declines cash app, Zelle, apple pay, or cash payment for membership subscriptions. All payments must be made online through our website at [www.mathandmandate.com](http://www.mathandmandate.com)

## Facility Policy

To maintain a safe and focused learning environment:

- Only enrolled students are permitted inside the tutoring facility unless approved by management.
- Additional guests, siblings, or visitors are not permitted during tutoring sessions.

## Student Conduct Policy

Students are expected to:

- Respect tutors, staff, and fellow students
- Follow directions and classroom expectations
- Use appropriate language and behavior

Students may receive up to three behavioral warnings. Continued disruptive or unsafe behavior may result in temporary suspension or permanent removal from the program.

Math + Mandate reserves the right to immediately remove a student for severe misconduct, threats, violence, harassment, or unsafe behavior.

## **Photo & Media Release**

By enrolling in Math + Mandate services, parents/guardians grant permission for Math + Mandate to use photos or videos of students participating in tutoring activities for:

- Social media
- Marketing materials
- Website content
- Educational promotions

Parents/guardians who do not wish for their child to appear in media content must submit written notice prior to participation.

## **Student Pickup Authorization**

For student safety:

- Students will only be released to approved parents/guardians or emergency contacts listed on file.
- Identification may be requested when necessary.
- Parents/guardians must notify Math + Mandate of any pickup changes in advance.

## **Liability Acknowledgment**

Parents/guardians understand that participation in tutoring services involves normal risks associated with educational programs and facility use. By enrolling, families agree that Math + Mandate is not responsible for:

- Accidental injuries,
- Lost or stolen items,
- or circumstances beyond the scope of tutoring services, except where prohibited by law.

## **Emergency Contact Requirements**

All enrolled students must have:

- At least two emergency contacts on file

- Updated phone numbers
- Relevant medical or emergency information when applicable

Parents/guardians are responsible for keeping all information current.