



PhD Founders

Information, Policies, and Procedures

Scheduling: PhD Founders requires at least a 6 hour notice for scheduling a student. All relevant material is expected to be brought by student unless otherwise discussed. Lessons are one-on-one and scheduling can be made by the online appointment book on our website or by phone or email.

Standardized Test Preparation: Test preparation needs to be done in advance. The same way you will not perfect your driving skills in a few lessons, you cannot prepare for an exam right before it.

Tutoring Location: PhD Founders tutors from its location (103 North Staffire Drive, Schaumburg IL 60194) or the Schaumburg Township Public Library (130 South Roselle Road, Schaumburg IL 60193).

Length of Session: In general session duration is 1 hour to 2 hours in time unless otherwise specified. Dependent on needs of student, we meet on a weekly basis or on an as needed basis.

Payment and Costs: Rates will be dependent on age and grade of student, but they range from \$15 to \$25 per hour. Payment is due at the time of services or as a prepayment. Tutoring is pay as you go one. You are not tied into any packages or contracts. We accept Cash, Credit Card (Visa, MasterCard, American Express, and Discover), PayPal, and Google Wallet as desired.

- a. Credit Card Policy: We charge a 2.75% Convenience Fee for credit card transactions.
- b. Check Policy: Checks may be used for prepayment only.

Cancellation and Timelines Policy: Sessions must be cancelled or rescheduled with at least 12 hour notice dependent on situation. Lateness will cut into your session time. Students who cancel without notice and without payment will be dropped from our schedule, as will students who cancel with notice very frequently. Parents who consistently go over their given time will be dropped from our schedule; our tutors have back-to-back lessons, so please be prompt. Students who would like to schedule regular sessions will be given priority over students who only want to schedule occasional sessions.

Half-Hour Policy: We understand that students may require one-and-a-half hour sessions. This needs to be discussed before and we round up to the next dollar for these sessions (i.e.: If one hour lesson is \$15, a one-and-a-half hour session is $\$15+7.50+.50=\23 rather than \$22.50).

Referral Bonus: PhD Founders appreciates your business! If you see an improvement in your child, the biggest compliment we can receive is a referral from you. If your referral takes at least three paid sessions, the referring student will receive a complimentary 1 hour tutoring session.

PhD Founders looks forward to working with your child to create a brighter future!

Policy last updated on 09/15/2014. Subject to change.