



EDforED Official Policy

Privacy Policy:

For our website, Instagram, and Facebook, we will ask permission to take photos of a session (either online or in-person). This is to help us record our experiences and for updates to our social media links.

If you do not wish to have photos taken of your child, we are able to either blur their faces or not take any photos at all. Please specify which you would be fine with.

All photos will solely be used for the social media links and the client reserves rights to ask for the photo to be taken down at any time

Missed Session Policy:

In the instance where you cancel less than 4 hours before the session, you will be required to pay full price for the missed lesson. Any amount of time before that, there will be no charge and you will be able to reschedule the lesson to a different date or have it the following week.

In the instance that the tutor cancels less than 4 hours before the session and the client has prepaid, we will reach out to either reschedule or send a refund,

depending on the client's desires. Another option is for a different tutor to be sent for that day, depending on availability.

In the instance that the session is cancelled by the tutor 24 hours in advance, the client will be notified of it and options for rescheduling.

In the instance that the client has purchased a bundle for several weeks and paid in advance, they will be offered a rescheduling time.

Payment Policy:

We will accept payment through Venmo primarily. There will be an option for cash but in cash instances, a 10% surcharge will be required.

The Venmo account is **@edfored2025**

Payment must be made either before the session, during the session, or within 3 hours of the session ending. If a client pays after this window during three instances, a 15% surcharge will be required for ONLY that session.

If there is any problem with Venmo, please let us know. In the instances where it was an application problem, the 15% surcharge will not be considered.

Client Code of Conduct:

For the students, we expect the following from them:

- Respectful attitude towards the tutor.
- Engagement and participation in lessons.
- No horseplay during session times.
- No profanities during lessons.
- Homework given to be done in time.

Students with bad behavior will be reported to the parents.

For the parents, we expect the following:

- Respectful communication towards the tutor and the organization.

- No profanities towards the tutor and organization.
- Payment expected to be done in time.
- Cancellations and rescheduling expected to be done in time.

Online Learning Policy:

All of our meetings will be done on Google Meets. Students are expected to be engaged during lesson times. As mentioned before, all of our Client Code of Conduct applies to Google Meets also.

If there are video or sound problems on the tutor end, you can report it to us at 551-502-3368 or email edford2025@gmail.com. Time lost because of the tutor will be made up in that same session.

If a client has problems connecting/online usage, no extra time will be made up.

Review Policy:

We are registered officially as a Google Business. We may ask after several sessions to leave a 5 star review for us. This is so that we can grow as a business and continue donating to charities and serve the community.

This is optional but encouraged.