

## **TRA Online Tutoring Terms and Conditions**

### **Definitions**

The Right Approach to Education (TRA) offers an online tutorial service to its clients referred to as "the student", as a flexible and convenient means to education. TRA shall conduct its tutorial classes through its virtual classroom using Skype software that must be installed in the Student's working computer before the initial appointment time to ensure uninterrupted sessions. "The Services" shall be referred to as the permission to log on to the portal, online tutorial and customer support.

### **Scope of Service**

We connect with our students during regular business hours. Sessions are 55 minutes in length, unless scheduled otherwise and in advance. Students are to be logged on to their Skype account no fewer than 5 minutes before the session time. TRA teacher will "call" the student upon the start time. The student must ensure his or her video camera is switched to "on" and that there is sufficient volume.

*Should there be any issue with internet connections from either TRA or the student, we agree to notify one another as soon as possible. Sessions that are canceled due to a faulty internet connection from either party are not billable sessions as long as the student is able to reschedule his or her session within the same week.*

### **Privacy Policy**

TRA agrees not to share any email information or Skype handles, or profile pictures with anyone other than the TRA team.

### **Payment**

Online tutoring rates are the same as our in-person tutoring rates at \$75-105 per hour. Families who make \$200K+ annually are asked to pay the \$105 rate, but if this does not apply, they may choose their rate within the range provided. Online sessions must be paid for in advance via credit card. Upon scheduling, parent/guardian/student, must provide a working credit or debit card. Once the transaction is verified, scheduling can commence. There is no processing fee for online tutoring credit card transactions.