

Tutoring terms and conditions

Effective from: 15 September 2026

By contacting me via my tutoring ads, my tutoring website, or booking a lesson, you are agreeing to the following terms and conditions:

Throughout this document, the “client” is the person paying for or arranging the tutoring services. The “student” is the person receiving the tutoring services. In cases where the student is a minor, the client is generally the parent or guardian, unless otherwise specified.

1. Booking and payments

A tutoring session is considered confirmed **only after payment has been received in full, in US dollars (USD)**, at the hourly rate stated in the **Pricing** section of my website (<https://smartstemtutor.site/pricing>) at the time of the booking, for the applicable requested subjects, via any of the accepted payment methods. Payment must also be received at least one (1) hour before the session scheduled time. If payment has not been received by then, I reserve the right to consider the session as unconfirmed and I do not guarantee my attendance or that any instruction will be provided.

Payment reserves the time slot exclusively for the student who requested it. Once a session has been confirmed, the cancellation and rescheduling policy applies.

Each non-trial session booked must be **at least** one (1) hour long. There is no maximum limit on the length of sessions.

Trial sessions last 30 minutes and are paid at the rate announced in the **Pricing** section of my website.

2. Cancellations

If the client has to cancel a tutoring session, they must provide notice at least 24 hours before the scheduled start time to do so without charge.

If a session is canceled **less than 24 hours** before the scheduled start time, the session fee **will be charged in full**.

This cancellation fee may only be waived if the client or student is able to prove beyond reasonable doubt that they are **involved in a serious emergency or unavoidable circumstance**, such as attending a funeral, receiving medical treatment, helping a family member receiving medical treatment, having to appear in court, etc.

Trial sessions are subject to this cancellation policy in the same way as regular ones.

3. Rescheduling

If a client needs to reschedule a session, they need to provide at least 24 hours notice.

A request to reschedule a session less than 24 hours before the scheduled starting time may be treated as a cancellation and therefore may be subject to the full session fee.

Rescheduling is subject to availability and might not be guaranteed.

4. Late arrivals and no-shows

In the event a student arrives late (“late” is considered to be at least 15 minutes after the scheduled time) to a tutoring session, the session will still end at the scheduled time, and might not be extended.

If a student doesn’t attend a session and has not provided any cancellation or rescheduling notice, it will be considered a **no-show**, and it will be charged in full.

5. Tutor cancellations

In the event I need to cancel a session, I will offer to reschedule the session or issue a refund to the client for any payment made, subject to the discretion of the client; and will provide as much notice as reasonably possible.

In case I arrive late, the client is entitled to ask for a refund proportional to how late the tutor arrived, barring force majeure events.

6. Tutoring results

I do not guarantee a particular grade, admission decision, test score or academic outcome. The results will depend on student effort, preparation, motivation, participation, and other circumstances that happen outside tutoring sessions.

7. Student/client behavior

I reserve the right to end a session or to decline any future services to any student/client who engages in abuse, threatening, discriminatory, or otherwise disrespectful behavior.

Students/clients are expected to behave respectfully before, during, and after a session.

8. Students who are minors

In case a student is a minor (under age 18), the parent or guardian is responsible for agreeing these Terms and Conditions on the students’ behalf. The parent or guardian is also responsible for making sure the student attends a session during the scheduled time.

9. Client satisfaction and termination of service

Clients are free to terminate service at any time. In case they decide I am not a good fit, they are free to not continue scheduling any further sessions. In that case, I am willing to receive feedback and suggestions to improve, as well as doing my best to address any concerns.

However, if a client chooses to terminate services, any sessions they had previously scheduled within 24 hours of their notice of termination will still be subject to the cancellation policy above and therefore will still be charged in full.

Any refund or adjustment outside the above cancellation policy is subject to my discretion.

In case a client has any concerns about my tutoring services, they are encouraged to communicate them as soon as possible so that they can be addressed in a professional manner.

10. Privacy

Personal data (meaning names, phone numbers, emails and similar data), will be kept confidential, and will not be shared with any third party unless the client has, in written form, explicitly agreed for me to do so, e.g., for sharing testimonials. The only exception to this are service providers I use to run my business (e.g., scheduling, payment, and video platforms), who process data solely to deliver these services

I will only record sessions, and/or share them with third parties with the explicit, written form, consent of the client.

11. Changes to these terms

These terms and conditions are subject to change. The terms that apply at the time of booking or of a session are the ones that are in effect during that time. Clients will be notified of any changes to these terms and conditions via their preferred communication method.

12. Agreement

By booking a tutoring session with me, you are declaring that you had the time to read these terms and agree to be bound by them.

By booking a tutoring session with me, you are agreeing to these terms and conditions.