

# Hobble Creek Learning Center

## Tutoring Policies

These policies are designed to ensure a quality learning experience for both our students and tutors. Please take a moment to read and understand these tutoring policies. Feel free to call us if you have any questions, comments, or concerns.

### *Cancelled or Missed Appointments*

We understand that your life is busy and occasionally you may need to miss an appointment. If you know in advance that you will miss an appointment, please contact our office or your tutor as soon as possible. Contact us at (801) 491-0825. We do not offer refunds for missed appointments, but we are willing to reschedule the appointment under the following circumstances:

**Early Cancellations:** If you cancel an appointment before 10 am on the day of the appointment, it counts as an early cancellation and we will reschedule your appointment. There is a limit of one make-up appointment per month for each reserved weekly appointment.

**Late Cancellations and No-Shows:** If you cancel an appointment after 10:00 am on the day of the appointment, or if you fail to show up for the appointment, then you are not eligible for a make-up appointment. You may, however, schedule an additional appointment in an available time slot, for which you will be charged the regular tutoring rate.

### *Make-up Appointments*

We will do our best to provide make-up appointments with your child's regular tutor, Hobble Creek Learning Center cannot guarantee that your child's tutor will be available for a make-up appointment. Please be aware that it is your responsibility to schedule a make-up appointment. Make-up availability, in terms of day, time and tutor may be limited.

### *Students or Tutors Arriving Late*

If a student has not arrived 10 minutes into an appointment time, your tutor will place a courtesy call to the home or cell phone (if that number is available). In the rare event that a tutor is more than 10 minutes late to an appointment, he or she will work with the student for the duration of the appointment, and will then offer to schedule an additional appointment with the student at no extra charge.

### *Holiday Closings*

Hobble Creek Learning Center follows the Nebo School District calendar. However, we serve both public and private school students from various districts. Please be aware of the dates we are closed and consult our calendar closely. If your student's appointment falls on a holiday or a day we are closed we will reschedule the appointment at your convenience. We publish our own calendar, which is available at the front desk or on our website at [www.hobblecreeklearning.com](http://www.hobblecreeklearning.com). We expect students will attend all tutoring appointments unless notified otherwise.

### *Weather Emergencies*

In case of inclement weather please contact our office. If you are unsure whether we are open please call our office at (801) 491-0825. Unless our recording says we are closed, we are open. On the rare occasions that we close for inclement weather, clients may schedule make-up appointments.

### *Tutor Absences*

Hobble Creek Learning Center will make every effort to notify clients as far in advance as possible if a tutor is unavailable. When a tutor is absent, Hobble Creek Learning Center reserves the right to provide a qualified substitute tutor. If Hobble Creek Learning Center is unable to provide such a tutor during your regularly scheduled time, we will notify you and will reschedule the appointment at your earliest convenience.

### *Discontinuation of a Weekly Appointment*

All weekly appointments are contracted on a month-to-month basis and are presumed to continue until the end of the school year, unless otherwise specified. If you would like to discontinue scheduled tutoring please notify our office or your tutor by the 25th of the last month in which tutoring will occur.

### *Confidentiality*

It is the policy of Hobble Creek Learning Center not to release information about any program participant in any manner, which specifically identifies the individual to any person, private agency, media, business or other organization outside of Hobble Creek Learning Center without the express written permission of the program participant.

### *A Safe Learning Environment*

Hobble Creek Learning Center is dedicated to create a safe and secure learning environment for your child. We hire certified teachers who are highly recommended by reputable sources. Our tutoring rooms have glass doors, and our tutors are supervised on a regular basis. There is always at least one member of our office staff present in addition to your child's tutor. If you ever have a question or concern about your child's tutoring experience please let us know. Speak with our director, Stephanie Harker, or email her at [stephanie@hobblecreeklearning.com](mailto:stephanie@hobblecreeklearning.com)

**Please keep this sheet for your reference.  
Policies are posted [www.hobblecreeklearningcenter.com](http://www.hobblecreeklearningcenter.com)  
Policies and calendar are subject to change.**