



More Than A Score Attendance Policy

There is a significant correlation between attendance and scholar performance. Regular attendance and quality instruction promotes scholar progress and subsequently, encourages scholar achievement. Given this, an essential component of your scholar's success is regular session attendance. Having said this, life happens to everyone, i.e. illness, an unexpected event, etc. For this reason, More Than A Score will provide you with a minimum three hour notice of cancellation and where possible, a twenty four hour notice of cancellation in the event that a tutor needs to cancel a session. It is the expectation that our clients will do the same. In the event of a cancellation and as much as possible, opportunities to reschedule a cancelled session will be offered. Cancellations that are not received via a documented source and for which More Than A Score cannot verify receipt, i.e. a received reminder reply, etc. are subject to billing at the full cost of the session as the scheduled time has been reserved specifically for your scholar and a lesson has been planned for him or her. Should consistent cancellations, defined as more than fifty percent in a four week tutorial period, be observed, a scholar is subject to be removed from the tutorial calendar.

All tutoring sessions have been previously scheduled and will begin at the scheduled time and end at the scheduled time. In the event of a late session arrival on the part of the client, loss time will not be made up by adding it to the scheduled end time. If a More Than A Score tutor is late, the loss time will be made up at no cost to you. To create the greatest benefit of the time designated for your scholar, it is important not to have breaks during sessions, subsequently, please take care of bathroom breaks, eating, and other needs prior to the start of the session.

Tutorial session notes will be emailed within twenty four hours of a completed session and generally, are emailed directly after the session. These notes detail the instruction provided during the session, any additional practice, and next session steps as appropriate. While there is extra time built in between sessions, it is not always adequate time for our tutors to speak with our clients at length following a session; however, we understand and respect your need to speak with a tutor relative to your scholar's tutorial program. To provide for this, More Than A Score provides an option to respond to tutorial notes and offers scheduled complimentary phone conferences, as well as, face to face conferences as needed upon request.