



# Policy on paying fees and missed lessons

Version 9 – January 2017 onwards

## **'Pay in advance' system**

We have a 'pay in advance' system to make life easier for you and for us.

## **We believe in 'a fair go'**

Our intention is to be fair and to help your child. That's why we simply ask for enough notice so that we can plan well and then we will go to great lengths to find a way for your child to have all the lessons you pay for. We want that for you, and particularly for your child.

## **10 sessions/term**

We anticipate children will experience 10 sessions of tutoring each term but if you know of any family holidays or school events etc then that would reduce the number of sessions to be paid for. Please let us know early in the first week of the term. We don't tutor on public holidays (and we don't charge either). But if you would like, we can move sessions to a different day for the weeks that have public holidays in them.

If your child won't be tutored every week of the term, please email us sometime in the first week to let us know which weeks your child needs tutoring during the term. We will calculate the total cost for the term so we can give you an accurate invoice. If your child's school ends early, we still tutor your child because that's actually the best time to tutor – when they're relaxed and not tired from school.

## **Why we have a 'pay in advance' system:**

We want to be fair to our staff so if we can't give them plenty of notice then we pay them even when students don't come. We need to pass that on.

## **When fees are due**

Fees are due *seven (7) days* after the invoice date. Please talk to us if this causes you stress. Our bank and credit card details are at the bottom of the invoice.

*If no payments have been made seven days after the due date of the invoice, then we need to pause your child's tutoring until that can be resolved.*

### **Alternate ways to pay if finances are tricky**

Most parents pay in advance for the full term, but if you'd prefer, you can pay in advance fortnightly/monthly/whatever – just send us an email ([info@bigimprovements.com.au](mailto:info@bigimprovements.com.au)) to let us know and we will arrange fortnightly payments for you. A couple of families do that because they have really tight budgets etc. We definitely do not want to place a financial burden on the families we tutor for.

### **Fees for missed sessions**

- Sessions that students miss, with at least 5 days notice, can have a catch-up lesson. No worries at all.
- Sessions that students miss with less than 5 days notice are not exchanged for a catch up lesson. (That's because we don't think it is fair for us as employers to cancel staff sessions at short notice).
- If a student is genuinely suddenly sick or injured and you tell us with as much notice as possible, we will schedule a catch up lesson for when the student is healthier.

### **Simply forgetting that a lesson is on**

It sometimes happens that parents simply forget to bring their child on a particular day. Sometimes life is crazy like that. We still need to charge for missed lessons because we still pay our staff whether your child comes or not.

### **Communication: text and email**

Communicating with us in time to arrange catch-up lessons...

Text: Please text on Canberra: 0400 447 828, Sydney: 0438 546 314

Email: Please use [info@bigimprovements.com.au](mailto:info@bigimprovements.com.au) to let us know of any session that will be missed. When a child needs a catch up lesson please give us a couple of potential catch-up times so we can find one that works well for you.

### **Refunded sessions are credited to next term**

Refunded sessions are transferred as credit for the next term. If your child ceases tutoring at the end of the term, we will gladly refund your money not used. We would just need to know your bank and BSB details.

Thank-you,  
Megan, Liam & the Big Improvements Team.