

**Tim White, freelance writer & editor, writing coach  
and English tutor**  
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**Policies and Procedures for Coaching and Tutoring  
Services**  
Updated June 2020

### **I: Services**

Tim White (hereafter referred to as “Coach”) agrees to provide private lessons in basic English and/or writing for the Client and/or the Client’s child. These lessons may be conducted: a) in person, at the Client’s home or a public location mutually agreeable to both the Coach and the Client; or b) online via Skype, Zoom video chat, or other such software. The Client understands that while the Coach will make every reasonable effort to help the Client achieve desired results, no explicit guarantee of any particular results is given or implied. Regardless of whether services are rendered in person or online, the client must have access to the following tools, supplies and software: a) a functioning PC or Macintosh computer; b) a Gmail account; c) a Google Drive/Docs account; and d) a reliable home internet connection. Coach may be willing to provide services solely with pen and paper on a case by case basis, if requested by the Client.

### **II: Payments**

Payments may be made by cash, check, credit card, debit card, or PayPal. Check payments are accepted only for in-person sessions. Checks returned for insufficient funds are subject to a fee of 5% or \$35, whichever is greater. Payment is due in full before services are rendered.

### **III: Cancellation and refund policy**

No refunds are given for sessions already completed in whole or in part, or for sessions canceled by the client less than 24 hours in advance. A session is considered canceled only when the Coach confirms receipt of the Client’s cancellation request by text message, email, phone, or in person. Coach will make every reasonable effort to respond to such requests within 24 hours of their inception. If payment has been collected in advance, Coach will issue a refund within 5 business days. In the event that the Coach must cancel a session for any reason, a full refund or account credit shall be issued.

**IV: Liability**

Client agrees to indemnify and hold harmless the Coach for any claims or damages to persons or property arising from the reasonable and adequate performance of the services described in this agreement.

**V: Privacy, Safety, and Confidentiality**

Under no circumstances will the Coach divulge any of the Client’s personal or financial information to any third party, unless required by law. In the event that the person receiving services is a child or ward of the Client and is under 18 years of age, all in-person services will be rendered either in the Client’s presence or in a populated public setting to be agreed upon by the Client and the Coach before services are rendered. Online video sessions in which a minor is a participant will be recorded and saved by the Coach for a period of at least five years. The child’s legal guardian may request a copy of any such video at any time, and/or may attend the live video call as a spectator. In such cases, the Client agrees not to speak or interject unnecessarily so as not to disrupt the learning process.

**VI: General Provisions**

This agreement supersedes all prior discussions, representations, warranties and agreements between all parties concerned and constitutes the entire agreement between the Client and the Coach regarding the matters described above. The parties confirm that, except for that which is specifically written in this agreement, no promises, representations, or guarantees have been made in regard to any matter. Without limiting the generality of the foregoing, the Client acknowledges that the Coach has not guaranteed any particular result after services are rendered or that any results that may be realized will persist for any particular length of time. This agreement may be amended only by a subsequent written agreement signed by both the Client and the Coach.

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Coach printed name

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Client or Guardian printed name

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Coach signature

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Client or Guardian signature

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Date

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Date