



Plan A Tutoring Terms of Service

Effective October 7, 2026

These Terms of Service ("Terms") are an agreement between you and Matthew Dost o/a Plan A Tutoring ("Plan A", "we", "us" or "our"), a tutoring business based in Calgary, Alberta. They apply when you book a consultation or session, use our tutoring services, take part in a program we run, or use our website, planatutoring.com. By doing any of these things, you agree to these Terms.

If the student is under 18, the parent or legal guardian who books our services agrees to these Terms on the student's behalf and is responsible for the account, including payment. Our Privacy Policy explains how we handle personal information and is part of these Terms.

1. Our services

Plan A provides K-12 tutoring aligned with the Alberta curriculum, in subjects including math, science, English, and social studies. We offer:

- One-on-one tutoring.
- Small-group sessions of 2 to 3 students, such as siblings or friends.
- Community programs run with churches, charities, and other organizations.

Sessions take place in person in Calgary (at the student's home, in a public place such as a library, or at a partner location) or online anywhere in Alberta. We match each student with a tutor based on subject, grade, location, and availability. We may need to assign a different tutor from time to time, and you can ask for a change at any time.

2. Consultations and booking

- Your first consultation is free and comes with no obligation.
- You can book sessions through our scheduling system, by email, by text, or by phone. A session is confirmed once we confirm the time and the tutor.
- We do our best to keep a regular weekly time, but schedules may change because of tutor availability, exams, or holidays. We will give you as much notice as we can.

3. Rates and payment

- Rates depend on the type of session (one-on-one, group, in-home, or online). Your rate will be confirmed in writing before your first session.
- There are no long-term contracts. You pay for the sessions you book.

- Invoices are due within 7 days of the invoice date unless we agree otherwise in writing. You can pay by Interac e-Transfer or any other method listed on your invoice.
- If an invoice is overdue, we may pause sessions until it is paid.
- We will give you at least 30 days' notice before changing your rate.
- Referral discounts and promo codes, including those from our Student Ambassador program, are subject to the terms of that offer. Unless we say otherwise, only one discount applies at a time, and discounts have no cash value.
- If you have prepaid for sessions and services end, we will refund any unused prepaid sessions, minus any amount you owe.

4. Cancellations, late arrivals, and no-shows

- Please give at least 24 hours' notice to cancel or reschedule a session.
- Cancellations with less than 24 hours' notice, and sessions where the student does not show up, may be charged the full session fee. We may waive this fee for illness or genuine emergencies.
- If the student is late, the session still ends at the scheduled time and is charged in full. If the student is more than 15 minutes late and we have not heard from you, the tutor may treat the session as a no-show.
- If we or the tutor need to cancel, we will give you as much notice as possible and either offer a make-up session or not charge you for it.
- In bad weather, we may move an in-person session online.

5. In-person sessions

- For students under 18, a parent, guardian, or another responsible adult (18 or older) must be in the home for the entire in-home session.
- In-home sessions should take place in an open, shared area of the home, such as the kitchen or dining table, and not in a bedroom.
- Please provide a quiet, safe place to work, and tell us ahead of time about pets, allergies, or anything else the tutor should know.
- For sessions in public places or at partner locations, parents are responsible for the student's travel to and from the session and for supervising them before and after.
- Tutors do not drive or transport students.
- A travel fee may apply for locations outside a tutor's usual area. We will always tell you about it before booking.

6. Online sessions

- The student needs a device with a camera and microphone, a stable internet connection, and a quiet place to work.
- If a session is cut short by technical problems on our side, we will make up the time. Time lost to problems on the student's side counts as part of the session.
- We do not record sessions without the parent or guardian's consent. Please do not record our tutors without their consent.

7. Our tutors

- Every tutor is screened before working with students, including a background check such as a police information check with a vulnerable sector search.
- Our tutors are Plan A employees and follow our code of conduct.
- Tutors communicate with students only through approved channels, and include parents where appropriate. Tutors do not connect with students on personal social media.

8. Hiring our tutors directly

We put a lot of work into recruiting, screening, and training our tutors. While you are a client, and for 12 months after your last session, you agree not to hire or arrange tutoring directly with any tutor you met through Plan A, outside of Plan A. If you do, you agree to pay a placement fee equal to 20 hours of tutoring at your most recent hourly rate.

9. Conduct and academic honesty

- We expect respectful behaviour from students and everyone in the household. If a tutor is treated with harassment, discrimination, or abuse, or feels unsafe, they may end the session, and we may stop providing services. That session will be charged.
- Tutors help students learn. They will not complete graded assignments, write tests, or do any work that would break the student's school rules on academic honesty.

10. Results

We work hard to help every student improve, but learning depends on many things outside our control, including attendance, effort, and what happens at school. We do not guarantee specific grades, test scores, or other results.

11. Learning materials and our brand

The worksheets, binders, answer keys, assessments, check-ins, and other materials we create belong to Plan A Tutoring. You may use them for your student's personal learning. You may not copy, sell, share, publish, or use them to run tutoring or other programs without our written permission. The same applies to the content of our website and to our name and logo.

12. Community and partner programs

When we run a program with a church, charity, school, or other organization, the details, such as the schedule, fees, number of sessions, and reporting, are set out in a separate written agreement with that organization. If that agreement conflicts with these Terms, the agreement applies. Families taking part in a partner program agree to the parts of these Terms that apply to students, such as conduct, safety, and photo consent.

13. Photos and messages

- We only use photos or videos of students with written consent, as described in our Privacy Policy.
- By booking with us, you agree that we may contact you by email, text, or phone about your sessions and your account. We will only send you marketing messages if you agree, and you can unsubscribe at any time.

14. Health and safety

- If the student is sick, please let us know and we can reschedule or move the session online.
- Please tell us about any medical conditions, allergies, or other safety information the tutor should know.
- In an emergency, the tutor will call emergency services and then contact the parent or guardian.
- Like everyone in Alberta, our tutors are required by law to report any concern that a child may need protection.

15. Limits on our liability

- As far as the law allows, our total liability for any claim related to our services is limited to the amount you paid us for services in the 3 months before the claim.
- We are not liable for indirect or consequential losses, such as lost opportunities.
- We are not responsible for students' personal belongings, or for students outside of session times.
- Nothing in these Terms limits any liability that cannot be limited by law.

16. Using our website

The information on our website is for general purposes and may change without notice. Please do not misuse the website, for example by trying to break into it, sending spam through its forms, or copying its content. Our website links to other sites that we do not control, and we are not responsible for their content. By submitting a form on our website, you agree to these Terms and our Privacy Policy.

17. Ending services

You can stop our services at any time by letting us know. The cancellation notice in section 4 still applies to sessions that are already booked. We may stop providing services if invoices are unpaid, if there are conduct or safety concerns, or if we cannot provide a suitable tutor. In every case, you remain responsible for any amounts owing, and we will refund any unused prepaid sessions.

18. Changes to these Terms

We may update these Terms from time to time. The latest version will always be on our website with its effective date. If we make significant changes, we will let current families know by email. If you keep using our services after a change, you accept the updated Terms.

19. Governing law and disputes

These Terms are governed by the laws of Alberta and the federal laws of Canada that apply there. If you have a concern, please contact us first so we can try to resolve it together. Any dispute that cannot be resolved this way will be handled by the courts of Alberta in Calgary.

20. General

If any part of these Terms is found to be unenforceable, the rest still applies. If we do not enforce a part of these Terms right away, we can still enforce it later. These Terms, our Privacy Policy, and any written agreement we make with you form the whole agreement between us.

21. Contact us

If you have any questions about these Terms, contact:

Plan A Tutoring (Matthew Dost o/a Plan A Tutoring)

Email: contact@planatutoring.com

Phone: 587-429-0922

Calgary, Alberta

planatutoring.com