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**ABN: 869 0853 2980**

**Years K-12 tuition**

**VCE Specialists:**

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**International Studies, Legal Studies, Accounting, Economics, Business Management, Physics, Chemistry, Mathematics, Theatre Studies, Health and Physical Education, Drama, Psychology, Geography, Texts and Traditions**

**Telephone: 0431 283 999**

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**Website: www.aPLUSaTUTORIALS.com**

Dear Families 2021,

In recent months I have again noted some of you are unhappy about the Booking Fee charged for each Tutor booked, which is $80 per Tutor. As I wish for us to journey through the year with great positivity, I think it is important to explain what your non-refundable Booking Fee is used for.

A+ A Tutorials prides itself on sourcing the best Tutors to address the educational needs of your child/children. Sometimes a Tutor will resign fulltime duties as a Teacher to devote their energies solely to tutoring, there are other Tutors highly esteemed within their Faculty, holding positions as Head of Department, who commit themselves to tutoring your child; these committed professionals are the ones we provide for you. It takes time, effort **and** money to find the best Tutors. Lots of telephoning, networking, emailing, letter writing and constant consideration of your child’s needs. We provide a Tutor who is suited to your family for the whole year; if you are reasonably unsatisfied with your Tutor for any given subject, we will source you a new Tutor for that subject without charge.

Apart from finding you a Tutor or Tutors you will be happy with, this Booking Fee goes towards Professional Development. To attend conferences, buy books, magazines, ebooks, zoom tutorials; to maintain professional standards and share this newly acquired knowledge, amounts to more than your weekly fee. While our advertising costs are kept to a minimum, the website, **www.aPLUSaTUTORIALS.com** costs much time to manage, and you all know the saying, “Time is Money”. In our sixteenth year as an educational service, we are extremely proud of our loyal clientele who continue to recommend us. We have not needed to advertise beyond the website, business cards and receipts we offer. Our website is exclusively created for you, updated regularly for your benefit. On the website you will often receive news from our various partners: events including writing competitions, book launches, writing festivals and other interesting news particularly useful for VCE students. Also on the website are a range of important web links that are relevant to your child’s overall enjoyment and development as a unique learner. Your Booking Fee that you pay, for each valued Tutor booked, is used to maintain professional practice.

Finally, your $80 Booking Fee for each Tutor booked with us, allows us to offer a few fun things. Your Tutor can involve you in our Bi-Annual A+ A Tutorials Raffle and various other surprise incentives for your child to help him/her perform at his/her best throughout the year.

I hope this letter clarifies the need we have to charge you Booking Fee(s) for each Tutor A+ A Tutorials provides for your family. If you are still unhappy with this fee, please feel free to discuss your concerns with Agnes. All feedback is very welcome.

Sincere regards,

Agnes Elizabeth Remay

Founder/Managing Director