

STEPHEN ALAJAJIAN
ONLINE ENGLISH TUTORING
POLICIES AND EXPECTATIONS
UPDATED 11/20/2023

ABOUT:

I offer English language tutoring geared towards individuals who are learning English as a foreign language and who are pursuing academic studies or vocations for which a high level of English proficiency is required. Tutoring services are provided in online, typically one-on-one, sessions. Students learn English through a variety of activities and resources including structured lessons, news articles and conversation.

CREDENTIALS:

I am a native English speaker from the United States and hold a Bachelor of Science in Dietetics and a Master of Science in Nutritional Sciences. I have completed a 120-hour Teaching English as a Foreign Language (TEFL) course through International TEFL and TESOL Training (ITTT).

COMMUNICATION AND CONTACT INFORMATION:

The best way to communicate with me is via email: stephen@learnenglishgoplaces.com.

Stephen Alajajian
604 N Chester Street #1027
Baltimore, MD 21205

(802) 376-1379 (Whatsapp)

<http://www.learnenglishgoplaces.com/>

LENGTH OF SESSIONS:

Free consultations are typically 15 minutes long.
Paid sessions are typically 30 or 60 minutes long.
Free sessions, when offered, may vary in length.

Sessions, as a general rule, will not be extended beyond their scheduled end time.

FREQUENCY OF SESSIONS:

Students who would like to work with me are encouraged to book sessions at least once per week, and ideally twice per week, to allow for progress to be made.

TERMINATION OF SESSIONS:

I may request that a student stop booking sessions with me if I feel that the student and I are not a good match. Students may end sessions with me at any time.

BILLING AND INVOICES:

Students are billed for paid sessions one at a time, after the session has ended. Students will not be billed for free sessions, when offered, or for free consultations. The cost of a paid session depends on the length of the session, and may change over time.

Following each paid session, an invoice for the session will be sent to the student. The invoice should be paid within 48 hours of receipt. Students should not book new sessions with overdue invoices. Any such sessions may be canceled until overdue invoices are paid.

CANCELATIONS AND RESCHEDULING:

Students needing to cancel or reschedule paid sessions will not be charged if they do so at least 24 hours prior to the time of the booked session. Students canceling or rescheduling sessions less than 24 hours prior to the time of the booked session will be charged for the session. Exceptions may be made for emergency situations. In this case, please send an email to stephen@learnenglishgoplaces.com explaining the situation. If, in the event of an emergency situation, I need to reschedule a session with a student, the student will not be charged for the session and I will work with the student to reschedule the session.

NO SHOWS:

Students who do not show up for their scheduled session will be charged for the missed session.

LATE ARRIVALS:

If the student arrives late for a session, the lesson will still end at the scheduled time and the student will be charged for the full amount of the session. If I arrive more than 5 minutes late for a session for any reason, the student will not be charged for the session.