

We will contact you to confirm sessions dates and times.

We accept Visa and MasterCard payments through this secure registration site. Payments made through this site will show as charges to Seminar Partners. We also accept e-transfers at learning@studypartners.ca.

Payment is due for all sessions in advance.

If you will be late for a session, we ask you to notify our office as a courtesy. The session will end at the originally scheduled time. We are unable to offer discounts or rebates for partial sessions.

You can cancel or reschedule a 1-to-1 session, with no penalty, with 24 hours' or more notice. Sessions cancelled with less than 24 hours' notice are considered a late cancellation, and no refund or credit will be given. Small Group sessions are purchased in a block, based on scheduled dates. No refund or credit will be given for unused or missed Small Group sessions.

Any in-person sessions, including 1-to-1 tutoring and Small Group sessions, unable to proceed in-person due to reasons beyond our control, including pandemics and government mandated closures, will convert to online sessions, and proceed as scheduled, unless we notify you otherwise.

We will not share personal information about any student, including with teachers, without your permission.

Any harassing, threatening or uncivil behaviour by parents or students will result in the termination of the tutoring relationship, with a 50% service fee withheld from any refund we may choose to give.

We will not be liable for and you agree to waive any claims and release us from any liability arising out of the tutoring relationship.

Please see FAQ on our website at www.studypartners.ca.

We reserve the right to change our Tutoring Policies at any time without any notice.

Contact us toll free at 1-833-STUDY-UP (1-833-788-3987) or learning@studypartners.ca.