



ABN: 869 0853 2980

Years K-12 tuition

VCE Specialists:

English, English Language, Literature, EAL, Japanese, French, German, History: Renaissance/Revolutions, International Studies, Legal Studies, Accounting, Economics, Business Management, Physics, Chemistry, Mathematics, Theatre Studies, Health and Physical Education, Drama, Psychology, Geography, Texts and Traditions

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Dear Families 2023,

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

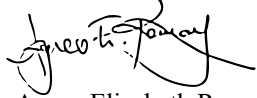
A+ A Tutorials prides itself on sourcing the best Tutors to address the educational needs of your child/children. Sometimes a Tutor will resign fulltime duties as a Teacher to devote their energies solely to tutoring. There are other Tutors highly esteemed within their Faculty, holding positions as Head of Department, who commit themselves to tutoring your child. These are the committed professionals we provide for you. It takes time, effort **and** money to find the best Tutors. Lots of telephoning, networking, emailing, letter writing, Facebook searches are our 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 charging an additional Booking Fee.

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 provide you coffee/tea/biscuits in our Waiting Room should you choose to wait for your child until his/her tutorial ends; 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 nineteenth 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 and their dedicated families. 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 subject booked, is used to maintain professional practice.

Finally, your annual \$80 Booking Fee for each subject booked with us, allows us to offer a few fun things. Your Tutor can involve you in our 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, as well as our cherished Christmas Party.

I hope this letter clarifies the need we have to charge you Booking Fee(s) for each subject 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,

A handwritten signature in black ink, appearing to read "Agnes Elizabeth Remay". The signature is fluid and cursive, with the first name "Agnes" being more prominent.

Agnes Elizabeth Remay

Founder/Managing Director (2004)