



## POLICIES ON FEES

1. If at any point in time you wish to upgrade the lesson plan you are on, we will process the charge through the credit card on file on the next processing day.
2. If hours remain on account at the end of your 12 month term, the current dollar value of the remaining hours will be carried over to the next term at no extra cost.
3. If the lesson plan hours are completed before all payments have been processed, RRLS reserves the right to charge the remaining amount owed when the final lesson of that plan has been used.
4. If support must be discontinued before the end of your 12 month term, remaining hours and installment fees may be transferred to another family member or friend (An assessment may be required for the fee of \$349). Alternatively, **a cancellation fee of \$25 per hour used** within the chosen package will be added to the lesson price per hour. Installments processed by the date of cancellation will be credited towards the hours used.
  - a) If there are lesson hours used which have not been paid for, the difference will be charged.
  - b) If there are lesson hours that have been paid for and not used by the date of cancellation, these hours will remain on account to be used at a later date.
5. **All payments and lesson plans are non-refundable.**
6. Fees are subject to change at the end of August, every calendar year.

*I have read the policies on fees and agree to the terms outlined.* \_\_\_\_\_  
(Please initial here)



## PAYMENT TERMS

1. All lesson plans or single hours must be paid for before services begin (Appointments can't be confirmed before payment).
2. All full year lesson plan installments will be processed automatically in semi-monthly installments; on the 10th and 25th of each month. Should a processing date fall on a statutory holiday or an office closure, payments will be processed on the business day prior.
3. If paying by credit card, the number on file will be used automatically each billing date. Please call us as soon as possible if your credit card has changed for any reason. In the event that a credit card transaction does not go through for over a week, RRLS will apply a fee of \$25.
4. If paying by cheque, RRLS must receive all post-dated cheques prior to the date of the first lesson. If you wish to pay installments by cheque, all cheques must be post-dated and given at the time of purchase. In the event that a cheque is returned as NSF, RRLS will apply a fee of \$42.50 (on top of any bank fee you may be charged). If a replacement cheque is not provided same day, RRLS will charge the installment and fee via the credit card provided. If RRLS does not receive payment within 15 days, lessons will be suspended until payment is received.
5. All lesson plans will be automatically renewed, unless I have otherwise stated.

*I have read the payment terms and agree to the terms outlined.* \_\_\_\_\_  
(Please initial here)



## STUDENT CANCELLATION POLICY

**The cancellation policy is in place to ensure that RRLS can deliver the highest quality academic support services possible.**

1. All cancellations must go through Office Management. Teachers cannot process schedule changes.
2. Only parents are allowed to cancel or change lessons. RRLS will not accept students requests to alter their schedules.
3. Lessons cancelled with **more than 7 days notice** will not face a penalty, and can be rescheduled to a convenient date.
4. Lessons cancelled with **less than 7 days notice (but more than 24 hours notice)** must be rescheduled within 2 weeks of the cancelled lesson date. If the lesson cannot be rescheduled within the appropriate time period, you will incur a 50% charge (i.e. for a 60 min lesson, 30 min will be deducted from the account). If your child is attending sessions for 3 or more hours per week, the cancelled lesson needs to be rebooked within 2 months (rather than 2 weeks). *All cancelled lessons cannot be rescheduled again once they are rebooked, and they will be subject to a full charge if changed or cancelled regardless of notice given.*
5. Lessons cancelled with **less than 24 hours notice** will be charged in full (i.e. the full lesson time will be deducted from the account), whether or not the lesson is rebooked. Should a lesson be cancelled with less than 24 hours due to an illness, it will be subject to a full charge however, there are a few options for the missed time:
  - a) You may choose to use the allotted time of the lesson to have a telephone conference with your child's Learning Specialist, to go over your child's progress and development.
  - b) You may request a take-home package, prepared by your child's Learning Specialist during the allotted lesson time. This package will be available for pick up from our office the next business day.
  - c) You may have your child participate in a phone or Skype lesson during the cancelled lesson time. *\*You may also choose to use the cancelled lesson time for a combination of the three alternatives.*
6. If a student cancels 4 out of 5 of their regularly scheduled appointments, they may be requested to move to another time slot to accommodate another student, especially if the timeslot falls within "Prime Time Hours" (i.e. Weekdays from 4:00pm – 6:00pm).
7. There are no exceptions to the cancellation policy.
8. This cancellation policy is subject to change at the beginning of August, every calendar year.

***I have read the student cancellation policy and agree to the terms outlined.*** \_\_\_\_\_  
 (Please initial here)



## LEARNING SPECIALIST CANCELLATIONS & OTHER POLICIES

1. In the event that your child's Learning Specialist must cancel or change a lesson due to offsite appointments, illness or emergency, your child will be placed with a substitute Learning Specialist at the same day/time, as the schedule allows. RRLS will make every effort to keep the lesson at the same time to maintain consistency, however if a change needs to be made, the Office Manager will contact you.
2. In any event, before your child is placed with a substitute teacher, their Learning Specialist/ Associate Director of Education and the replacement teacher will connect to discuss the student's particular needs. Our teachers will ensure that the lesson is carried out as it should be, following the same plan that their regular teacher would have implemented during that lesson.
3. All professional contact with RRLS Learning Specialists regarding the academic success of my child will only occur through RRLS emails and telephone. Any off-site meetings will be scheduled through the front desk only. RRLS employees are prohibited from contact with any client outside of the RRLS office.
4. Contact with any RRLS employee (past/present) for private academic support purposes outside of the RRLS office is prohibited by contractual agreement for at least 2 years after any student has stopped attending RRLS.

***I have read the Learning Specialists policies and agree to the terms outlined.*** \_\_\_\_\_  
(Please initial here)



## AGREEMENT

***By signing below, I state that:***

1. I understand and agree with the policy on fees, cancellation policies, learning specialist policies, and payment terms.
2. I authorize my credit card number to be used for the renewal of services.
3. I agree to a cancellation fee of \$25 per hour used if I cancel a full year lesson plan before all installments are processed (fees will be processed via the credit card on file upon cancellation)
4. I understand that RRLS fees and policies may change on August 1st every calendar year.
5. I understand that all payments are non-refundable.
6. I understand that all contact with RRLS employees outside of RRLS is prohibited by contractual agreement.

\_\_\_\_\_  
Parent Name

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Date