



## Ruth Rumack's Learning Space Terms and Conditions for Test Prep Services

Welcome to Ruth Rumack's Learning Space. We are excited to work with you and your child in their preparation for their upcoming exam. In order to provide you with the highest quality of service, we ask that you make every effort for your child to attend each scheduled lesson.

Every lesson is planned carefully and intentionally to meet the specific needs of your child. Because test preparation happens within a short and succinct time frame, and because each lesson is planned to cover specific elements of the test, attending each lesson is a vital part of helping your child reach their full potential.

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### Student Cancellation Policy

**All cancellations must go through Office Management. The cancellation policy is in place to ensure that RRLS can deliver the highest quality academic support services possible.**

- Lessons cancelled with **more than 7 days notice** will not face a penalty, and can be rescheduled to a convenient date.
  - 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. RRLS will provide a minimum of 3 possible options to reschedule with your child's teacher or an appropriate alternative teacher. If you are unable to reschedule within the 2 week time period, a *50% charge* will apply (i.e. for a 60 min lesson, 30 min will be deducted from the account).  
*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.*
  - 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). However, there are a few options for the missed time:
    - a) You may have your child participate in a phone or Skype lesson during the regular lesson time.
    - b) You may request a take-home package, prepared by your child's Learning Specialist during the allotted lesson time. This package can be emailed to you or be made available for pick up from our office the next business day.
    - c) 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.  
\* You may also choose to use the cancelled lesson time for a combination of the three alternatives.
  - If hours remain on account after the date of your child's official test, the dollar value of the remaining hours will be converted to a credit towards any RRLS service or product.
  - 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)
  - This cancellation policy is subject to change at the end of December every calendar year.
  - **All lesson plans are non-refundable.**
  - **There are no exceptions to the cancellation policy.**
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### Teacher Cancellation Policy

In the event that your child's teacher must cancel or change a lesson due to offsite appointments, illness or emergency, your child will be placed with an appropriate alternative teacher 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.



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In any event, before your child is placed with an alternate teacher, their Learning Specialist/Associate Director of Education and the alternate 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.

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### Payment Terms

All lesson plans, practice tests, or single hours must be paid for before services begin.

If paying by credit card, the number on file will be used. If paying by cheque, RRLS must receive all post-dated cheques prior to the date of the first lesson or practice test. 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 payment and fee via the credit card provided.

Fees are subject to change at the end of December of every calendar year.

**All lesson plans are non-refundable.**

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### Agreement

By replying to this email, I state that I understand the payment terms above and that I authorize my credit card number to be used to pay for the agreed upon services. *If paying by cheque*, I agree that should a payment not go through or is delinquent, an NSF fee of \$42.50 will be applied and the amount will be charged via the credit card provided. I understand that all payments are non-refundable.

I agree that I:

- Have read the RRLS cancellation policy in its entirety as outlined in this document and agree to abide by these policies.
- Understand that RRLS fees and policies may change the last week of December every calendar year.
- Agree that ALL professional contact with RRLS employees regarding the academic success of my child will only occur through RRLS emails and telephone. Any offsite meetings will be scheduled through the front desk only. RRLS employees are prohibited from providing their personal contact information to any client.
- Agree that contact with any RRLS employee (past/present) for private services is prohibited while I am still an RRLS client and for at least 2 years after my child has stopped attending RRLS. RRLS employees may only communicate with clients (past or present) using RRLS official channels (phone and email).