



TERMS AND POLICIES AGREEMENT:

www.TheLiteracyClinic.com

(Please print a copy for your records.)

General Information:

Standard Fee: \$75 plus taxes per 55-minute lesson. Lessons are purchased in 10-lesson packages only. One package per student; packages cannot be shared between siblings.

Registration Fee: A one-time, non-refundable registration fee of (\$95 plus taxes) shall be charged upon the initial billing cycle.

Registration Submissions: Applicants are accepted on a first-come-first served basis, and will be contacted to confirm registration. Students unable to be serviced at this time will be put on a waiting list, and will be contacted as soon as a space becomes available.

Promotional Packages: Promotional packages are offered twice a year, and include an initial reading/writing assessment or numeracy evaluation at no extra charge (value \$695 plus taxes).

Payment: Full payment must be made prior to your child's first session with us. Payment can be made via bank transfer (preferable method), cheque, or cash. Confirmation of lessons shall be confirmed upon payment.

E-transfers for the Hudson Literacy Clinic: laura@HudsonLiteracyClinic.ca

E-transfers for the Montreal Literacy Clinic: laura.caprini@TheLiteracyClinic.com

Lesson Cancellation Policy: In the event of your child's absence, we would ask that you advise us as early as possible. As per our *Terms and Policies*, any cancellation made with less than 24-hour notice will be subject to full charge.

Non-Returning Students/File Policy: Files are archived for a period of three months only, after which time the contents of the file and all confidential information within it (including report cards, IEPs, assessments, lesson plans, attendance records, etc.) are destroyed.

Hours of Operation: Monday through Friday from 2:00 pm to 8:00 pm, and Saturdays from 8:00 am-2:00 pm.

Parent's 100% Commitment:

The Literacy Clinic requires an absolute 100% 'buy-in' commitment from parents.

What does this mean?

This means attending the lessons as regularly scheduled, minimizing cancellations, and practicing the assigned at-home reading/reinforcement activities for a minimum of forty minutes per day. Our most successful students are those whose parents are fully committed to the remediation process, and who are ready to make daily reading practice their top priority.

We work as a team to ensure your child's success! Our job is to teach your child the important skill-set necessary to become a fully competent reader/writer. Your job at home is to give your child every opportunity to put these strategies, tools, and techniques into practice by listening to them read out loud to you every day.

Like with other activities, improvement only takes place if we put in the time that is required to progress; you'll get out of it as much as you put into it!

Cancellations, Missed Appointments, and 'No Shows':

Consistent attendance is the key to your child's success, and we cannot emphasize this enough. Please know that lesson appointments are reserved exclusively for your child, and that each lesson is carefully planned *in advance* by your child's educator.

For these reasons, appointments that are missed, rescheduled, or cancelled with less than 24 hours notice of your appointment time will be subject to full charge.

We believe that our policy regarding cancellations and missed appointments is fair to you, the educator, and other students placed on our waiting list for services.

In the event of an absence, please contact your child's educator directly.

Positive Behavior Expectations:

Every student is important to us, and each session is precious learning time. Educators at The Literacy Clinic strive to ensure that each and every one of our students has the opportunity to work in a supportive and harmonious learning environment.

As such, we expect that all our students abide by our simple code of conduct: respect and kindness towards others, a spirit of cooperation, and a positive attitude towards learning!

Uncooperative, disruptive or disrespectful behaviour towards our staff or other students attending the clinic, or any behaviour that interrupts the learning of others will not be tolerated, and will result in immediate termination of our services.

In this instance, the client shall be refunded for any unused lessons, and fees charged shall be based upon the current standard base rate as per our website.

A \$95.00 administrative processing fee to close the student's file will apply.

Again, we believe that our policy regarding behaviour is fair to everyone, and protects our student's entitlement to work productively, and in peace.

Abrupt Termination of Services:

Cycles are automatically renewed and new invoices are sent via email at the end of each 10-session cycle, unless the parent advises otherwise.

Because lessons, materials, and appointments for a ten-session cycle are carefully planned in advance by your child's educator, we require a minimum two-week notice prior to the end of a cycle if you no longer wish to continue the services.

In the instance of an 'abrupt' withdrawal of services by the client **prior** to the completion of the agreed upon cycle of ten sessions, the client shall be refunded for any unused lessons.

In this instance, the client shall be refunded for any unused lessons, and fees charged shall be based upon the current standard base rate as per our website.

A \$95.00 administrative processing fee to close the student's file will apply.

Parent/Guardian Agreement:

I have read the above information, and I understand that my child's admission to our program is contingent upon the acceptance of the terms and policies outlined above.

We appreciate your understanding and cooperation regarding our terms and policies. We sincerely look forward to working with your child, and appreciate the opportunity to help him/her reach his/her academic goals.

Laura Caprini
General Director
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