



FINANCIAL TERMS & CONDITIONS

updated 9.1.24

At *The ReadWrite Clinic* (RWC), our capacity to offer quality educational services is contingent upon the financial commitment of our clients. It is important, therefore, that the following provisions are carefully read, understood, and accepted by all responsible parties seeking to enroll a child(ren) in intervention or Literacy Lab services.

Payments for all instructional services of *The ReadWrite Clinic* are made in advance, similar to a subscription or membership fee.

Payment options are selected by the parent(s), or financially responsible party, as part of the registration process for instructional services. Selections are indicated on the clinic's *Tuition and Fee Agreement* form and remain in effect for the entirety of the service term. Once a new term begins, a different payment option may be selected with the completion of a new *Tuition and Fee Agreement* form. Each term, a payment schedule aligned with the payment option selected is provided to clients along with registration confirmation.

BIMONTHLY PAYMENTS

Bimonthly payments may be requested for literacy intervention services only. Payments are due every other Friday with the initial payment due on the Friday prior to the start date of service.

MONTHLY PAYMENTS

Literacy Lab payments are due on the 1st of each month. If the 1st falls on a weekend (Saturday or Sunday), payment is due the following business day.

For students enrolled in intervention sessions, payments are due on the 5th of each month. Where the 5th falls on a weekend or federal holiday, payments may be made on the following business day without penalty.

FULL PAYMENTS

Full payment for the Literacy Lab is due prior to the beginning of each semester; on the 1st of August and the 2nd of January. Where these dates fall on a weekend, payment is due the following business day.

Full payment is due on the Friday prior to the first date of service for tutoring intervention sessions.

LATE PAYMENTS

Payments are considered late if paid after 11:59 p.m. on the dates by which they are due.

A fee of \$3 will be assessed for each day (Monday – Saturday) a payment remains outstanding beyond the due date.

FAILURE TO PAY

Services will be discontinued if payments are more than 5 business days late. *The ReadWrite Clinic* reserves the right to pursue financial remedy through all legal and reasonable means for:

- Unpaid fees for services rendered,
- Late fees,
- The service term balance in accordance with the client-initiated service cancellation terms below, and
- Applicable attorney/court fees incurred by RWC in pursuit of financial remedy for monies owed.

INSUFFICIENT FUNDS FEE

Payments returned for insufficient funds will incur a \$35 fee.

CLIENT-INITIATED SERVICE CANCELLATIONS

When you enroll your child in an RWC service, you do so with the understanding that you are committing to a specific term (12 or 17 weeks). Our operating budget is set based on this commitment. It is therefore expected that you, the financially responsible party, will pay the full amount due for the service and term according to the payment plan you select. As a condition of enrollment, you agree that, should you choose to prematurely terminate your child's participation in any RWC instructional service, you will pay a termination fee of 30% of the remaining, outstanding balance for that service and term within 7-10 business days of the last date of attendance. If you have paid in full for the service at the beginning of the term, you will be refunded the remaining balance minus 30% within 7-10 business days of the last date of attendance.

RWC- INITIATED CANCELLATION OF SERVICES

We do our best to offer quality educational services in accordance with the contracted agreement we have with each of our clients. However, under extraordinary circumstances beyond our control or due to inadequate enrollment numbers, the need may arise for RWC to cancel or discontinue a service or term. If this should occur, a full refund of paid tuition/session fees will be reimbursed to all affected clients for the affected sessions only within 7-10 business days of the cancellation date.

REGISTRATION AND STUDENT MATERIALS FEES ARE NOT REFUNDABLE. In such instances, however, these fees may be waived or discounted for the next available term and for the same service at the discretion of the clinic's director.

REFUNDS FOR STUDENT ABSENCES

No portion of any paid tuition or session fee payments will be refunded for student absences. Prorated refunds will be distributed only in the event of an instructor's absence, due to serious illness or emergency, where an appropriate service substitution cannot be provided. You will be notified as promptly as possible regarding such session

cancellations. Refunds of paid tuition/sessions fees will be distributed within 7-10 business days of the scheduled last date of service for the current term in the amount commensurate with the hourly rate of the cancelled session(s) or class(es).

Some exceptions or special arrangements may be made for students with serious and/or chronic illnesses for which hospitalization or other medically mandated measures preclude a student's regular participation in the selected RWC instructional service whether online or in-person. These exceptions must be discussed and agreed upon in writing with the clinic's director during the enrollment process. Medical documentation is required and must be submitted along with enrollment applications.

MAKE-UP SESSIONS

For intervention only, students are permitted two, non-consecutive, 55-minute, make-up sessions per term for student absences. Online or in-person make-up sessions are offered by appointment only on designated Saturdays between 9:00 a.m. and noon during the term of service within which the particular absence(s) occurs. Make up sessions are offered on a first-come-first-served basis, and appointments must be secured no later than 24 hours prior to the desired make-up dates. Spaces are limited. Any student absence exceeding two days cannot be made up.

STUDENT SUSPENSION/EXPULSION

At RWC, we are intentional about creating an environment where learning is optimized. This involves the establishment of clear and reasonable behavioral expectations that keep all students safe and encourage them to thrive.

We realize that sometimes students can experience difficulty complying with rules or cooperatively aligning themselves with the culture of our classes/sessions. In such cases, we notify and enlist the aid of parents. We also endeavor to extend grace while offering appropriate correction and redirection. However, if it becomes necessary to suspend a student for repeated non-compliance, a suspension period can last from 1 day to 1 week depending upon the infraction. If a student engages in what we consider to be more serious or consistently disruptive behavior, we reserve the right to immediately terminate our services for that student.

In the event of a student's suspension or expulsion, no refunds will be distributed for missed sessions/classes or for payments already made for the month in which the suspension or expulsion occurs. For the Literacy Lab Intensive, 30% of the remaining balance is due no later than 10 business days after the date of expulsion.

In the case of expulsion where payment in full has already been made for the entire term, the remaining balance, beyond the month in which an expulsion occurs, will be refunded. For the Literacy Lab Intensive, however, the remaining balance will be refunded minus 30%. RWC reserves the right to deny re-enrollment for a student who has been expelled from any of its services.