

## 1. Account Changes:

All account changes are due by the 13<sup>th</sup> of the prior month for the upcoming month. Any account change made after the 13<sup>th</sup> will not be applicable for the upcoming month but can be applied to the subsequent month.

**For example:** To request to stop a subject for August, you must notify the office by July 13<sup>th</sup>. If a request is made after July 13<sup>th</sup>, the subject cannot be stopped from August but can be stopped from September.

**Types of Account Changes:** Changes may include: Breaks, Cancellation of Subjects, Cancellation of Program, Credit Card changes, Contract Signing, Switching Subjects, Address changes etc.

**Notifications of Account Changes:** Notification of account changes must be received in advance on or before the 13<sup>th</sup> day of the month prior. Requests can be made by email, phone call, or in-person.

**Cancellation:** A Grade Ahead enrollment is month-to-month. There are no refunds if you cancel after the 13<sup>th</sup> of the prior month. However, if you cancel by the 13<sup>th</sup> of the prior month for the next month, there is no termination fee.

## 2. Payment:

**Tuition Due Date:** The program tuition must be received in advance no later than the 15<sup>th</sup> day of the month prior.

**For example:** Tuition for the month of August is due no later than July 15<sup>th</sup>.

**Late Payments:** If tuition payment is not received by the 15<sup>th</sup> day of the month prior, a booklet will not be ordered for the month which the tuition was not received. In this case, the material will be printed and mailed by us once payment is received. Late payment may result in the booklet not being received before the first day of class.

**Automatic Payments:** Enrollment for automatic payments is required for all students.

**Refunds:** All refunds will be applied as a credit to an active student or subject within the same account. If there aren't any active students or subjects on the account, refunds are subject to a \$10 per subject transaction fee.

**Coupons:** All coupons can only be used during a month where the full tuition amount is paid. If you join mid-month the discount will be applied the following month. Pro-rated tuition months cannot receive any further discounts.

**Prorating:** If you are a brand-new customer starting in the middle of a month, the tuition can be partially prorated for that one instance. Since the full month of material will be provided, a reduced price will be charged for the weeks of classes missed in the current curriculum month.

**Registration Fee:** A fee of \$25 per family is due upon registration. If you are on break or inactive for more than 3 months in an academic year, you must re-register your child, which includes paying the registration fee again.

**Additional Fees:** A Grade Ahead reserves the right to charge additional fees for items including but not limited to: requesting a break after the payment due date, requesting a replacement booklet, failing to inform us of an address change in time, additional materials outside of what is included in the regular tuition, and credit card refunds.

## 3. Classes:

**Attendance:** A Grade Ahead tuition fees are payable for the whole month regardless of attendance unless you request a break for the whole month. Refunds and prorating will not be given if a student misses classes.

**Make-up Classes:** The student may attend a make-up class in the same week as the regular class. If the student is unable to attend the scheduled make-up class or one is not available, he/she will be provided the material for that week. No refunds or prorating.

**Severe Weather Cancellations:** If class is cancelled due to severe weather conditions causing power outages, no make-up class will be held, but material will be provided.

**Academy Break Weeks:** Classes will not be held for five separate weeks during the year: Summer Break, Thanksgiving Break, Winter Holiday, and Spring Break. Material will be provided for some breaks. Tuition is not prorated for break weeks. These typically land in a month with 5 weeks.

**Tardiness:** We recommend that your child joins class at the time it is scheduled to begin to get the most benefit from our program. If they do join late, you should ensure that they do not cause disruption to the class. If there are no students in the classroom 15 minutes after the scheduled start time of the class, it will be closed, and students may not enter.

**Unsupervised Children:** All minors (students and siblings) must be picked up promptly by a parent or guardian if they are not in class. A \$10 fee per child will be added to your account should you leave your child in our office for more than 10 minutes. After 30 minutes, the fee goes up to \$20 for each subsequent 10-minute period.

#### 4. Temporary Break Options:

**Full break:** The option to take a full break from classes (where no payment is made and students do not receive material or do not attend classes) can be used in one month per academic year of June-May.

**Curriculum-only break:** An option of purchasing material-only at a reduced price can be used for a maximum of two months per curriculum year of June-May.

**Class placement while on break:** If a student does not attend class for more than one month, we cannot hold his or her spot in class. He or she will be removed from the schedule and you will be able to reschedule into an open class one month before he or she is due to return.

**5. Emails:** Our main form of communication is through e-mail. Please add the @agradeahead.com domain to your list of accepted senders. All notices about payments, breaks, and holidays will be sent via e-mail.

#### 6. Mailing Booklets:

- Booklets will be mailed to you monthly after tuition is taken and to arrive at the provided address before the first day of class for that curriculum month.
- A Grade Ahead cannot control the delays in delivery or the condition of the packages once they have been shipped out. If the package does not arrive within 7 business days of being shipped, we will promptly send out another one (unless it is due to an address change). We will send an email each month to confirm once the booklets have been shipped. If the tracking shows your package was delivered, you must first check with your post office before any reshipments can be made.
- A \$10 fee per subject, per student is charged for material that needs to be replaced for any reason (i.e. misplaced, change of address, exchange, etc.).

**7. Academy Eligibility:** The Central Ohio academy program, including our online lessons, are available only to students who live in a zip code which belongs to our A Grade Ahead Enrichment Academy. Those who do not qualify will be referred to another branch of the A Grade Ahead program who is eligible to serve them.

#### 8. A Grade Ahead Online:

- Each student is registered to one account. This account may not be shared or used by any other student.
- The COPPA must be accepted upon logging in for the first time.
- Student's performance data (not their names, addresses, location) will be collected for progress reporting and marketing initiatives. All their personal data will be kept anonymous.
- Online material cannot be changed after it is released. Please refer to #1 for the deadline to make changes.
- Upon cancelation, online access will be available only until the 10th of the cancellation month. Any incomplete assignments will be forfeited and are not available for refund.
- Online access is available during a break.
- Upon reactivation, previous content may be accessible; depending on how long the account was inactive.

**9. Copyright:** All material is solely owned by A Grade Ahead, Inc. No one may copy or distribute the material without the consent of A Grade Ahead. Violators will be terminated from the program and legal action may be taken.

**10. Subject to change:** Terms & conditions are subject to change.



**Automatic Payments:** I authorize A Grade Ahead, Inc. to automatically charge my credit card the monthly fee for the program for my child(ren), and any fees incurred in connection therewith.

**Tuition Due Date:** My credit card will be automatically charged on the 15<sup>th</sup> day of the month prior to each month of enrollment.

**For example:** Tuition for the month of August will be charged on July 15<sup>th</sup>.

**Cancellations & Account Changes:** I agree to contact A Grade Ahead on or before the 13<sup>th</sup> day of the month prior for any questions or changes regarding my billing. All account changes are due by the 13<sup>th</sup> of the prior month for the upcoming month. Any account change made after the 13<sup>th</sup> will not be applicable for the upcoming month but can be applied to the subsequent month.

**For example:** To request a cancellation for July, you must notify the office by June 13<sup>th</sup>. If a request is made after June 13<sup>th</sup>, the cancellation cannot be processed for July but can be processed for August.

**Refunds:** I agree that any applicable refund will be applied as a credit to an active student or subject within the same account. If no active students or subjects remain on the account, any applicable refunds will be liable to a transactional bank fee of \$10 per subject.