

The Learning Space Policies

Enrollment and Fees

- Enrollment period is quarterly (fall, winter, spring, summer).
- One-time materials/registration fee \$45 for new students only.
- Tuition is \$45 per 30-minute session and all sessions are priced the same.
- Assessments are billed at \$45. This fee is refunded upon enrollment.

Payment

- Payment is due in full by or at the first session.
- We accept all major forms of payment including credit card, check and cash.
- We do not offer refunds.

Late Arrivals/Absences

- One pre-arranged absence will be rescheduled per enrollment period. Make-up session will likely be on a different day and time.
- Cancellations must be made 24-hours in advance.
- Since circumstances arise such as illness and other events, we will try our best to accommodate a make-up session. Missed sessions without notification will be forfeited.
- If you are late to your session do to unforeseen circumstances we will do our best to accommodate. Unfortunately this is not always possible since there may be a student scheduled immediately afterwards.
- To report an absence please call 925-336-3523.

Special Sessions

- Our standard practice is to follow our lesson plan to benefit your child. We understand that circumstances arise where homework help is needed, or test prep. If this is the case just let us know the day of your session.
- If your student needs to get in for a quick review session before a big test, or needs help finishing a project, we are happy to find a time to help last minute. Just give us a call and we will try our best to accommodate. These sessions will be billed separately at the standard rate.
- If our session lengths don't fit what you are looking for, let us know. We will design a program that is right for you and your child.

Food

- Students are more than welcome to bring a snack or drink with them.
- Please tell us if your child is not allowed sugar.
- We have a strict **NO NUT** policy. Please be respectful of our fellow students. This is a serious issue for many parents.
- Please notify us if your child has an allergy so we can be extra alert.

Drop-off/Parking

- Due to parking shortage we prefer that you temporarily double park on the street and we will pick up your child from you and return them to you at the completion of their session.
- If you are lucky to find a spot, you are always more than welcome to come in and wait.