



TERMS AND POLICIES AGREEMENT: (Please print a copy for your records)

Fees:

Standard Base Rate: \$75.00 per session plus taxes (as per website fee structure)

Promotional Package Rate: \$70.00 per session plus taxes

Initial Registration Fee: \$95.00 plus taxes (non-refundable)

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.

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

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

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 e-mail Laura Caprini laura@hudsonliteracyclinic.ca.

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 all our students have 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, minus the cost of the initial standardized reading or numeracy evaluation that was included at no charge at the onset as part of a promotional package (\$495 plus taxes).

Fees shall be based upon the current standard base rate as per our website.

An additional \$85.00 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 are carefully planned in advance for your child, 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, minus the cost of the initial standardized reading or numeracy evaluation that was included at no charge at the onset as part of a promotional package (\$495 plus taxes).

Fees shall be based upon the current standard base rate as per our website.

An additional \$85.00 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 registration is only complete upon the acceptance of the above-mentioned terms and policies.

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.