

Monthly Agreement for Academic Year 09-10 (For Subject Area, Reading Remediation, Specialized, Ready to Roll and Homework Lab)

____ I have received a copy of Sloan Academics' policies for parents and agree to abide by them.

Billing Policies

____ I understand that I am agreeing to pay for lab or tutoring services for the number of weeks in each month listed on the academic year calendar on the reverse of this form.

____ I understand that I am paying for the next month and once I have paid, I must complete that month or forfeit the payment.

____ I understand that my schedule and fees will remain in effect for the duration of the school year unless I request a change in or a termination of services. Sloan Academics requires that clients contact the Office Manager by the 15th of the month to make changes to or terminate a service for the next month.

____ I understand that Sloan Academics will mail statements on the 1st of each month for the next month's service and that my statement total is due on the 15th of the month. For example, the statement for November fees is mailed on October 1st and due on October 15th. Please see the calendar on the reverse of this form.

Client Cancellation Policies

____ I understand that clients must call and cancel at least two hours before a scheduled session in order to receive a make-up; these count toward the allotted number of make-ups per month. If clients do not contact the Office Manager at least 2 hours before the session, the cancellation will be considered a "No-Show" and the tutor will be paid for the session. Please call 722-5890 and speak with or leave a message for the Office Manager. Do not e-mail cancellations or talk with tutors about cancellations; always call the Office Managers and speak with them or leave them a message on voicemail.

____ I understand that if I am running late for a session, my tutor will still need to end the session at the regularly scheduled time. Please call if you are running late; tutors will only wait 15 minutes before a session is considered a "No-Show" unless we know that clients are on their way.

____ I understand that Sloan Academics is unable to refund or credit the cost of client cancellations.

Make-up sessions are offered as described below:

- Once a week clients will receive 1 make-up session per month, twice a week clients will receive 2 make-up sessions per month, three times a week clients will receive 3 make-up sessions per month.
- Make-up sessions must be scheduled within 30 days of the cancellation.
- Parents are responsible for ensuring that they receive their make-ups.
- Outstanding make-up sessions cannot be substituted for or credited to the next month's service.
- When clients cancel a session, they will be given a limited number of make-up times. Keep in mind that these times may be less convenient than your normal tutoring time. Please call Debbie (between 3pm and 8pm Monday through Thursday) when you have time to discuss rescheduling.
- Once a session has been rescheduled, it cannot be cancelled again.
- Clients will receive a make-up statement each month with their billing statement. Make-ups more than 30 days old will be forfeited.

Tutor Cancellation Policies

____ I understand that if a tutor cancels a session, I will have the choice of rescheduling the session or receiving a credit.

____ I understand that in the event a tutor resigns in the middle of a month, Sloan Academics will provide an alternative tutor at an acceptable time to the client or will refund the cost of any outstanding sessions.

Credit / Refunds Policies

____ I understand that Sloan Academics will only issue credits or refunds in the following situations.

- 1) If a tutor cancels a session;
- 2) If a tutoring session is scheduled for a holiday when Sloan Academics is closed;
- 3) If a tutoring session is scheduled during a day where the WSFC schools are closed due to weather;
- 4) If a tutor resigns in the middle of the month.

SEPTEMBER 2009

SU	M	TU	WE	TH	FR	SA
8/30	8/31	1 →	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

(8/31 to 10/2) 5 weeks

OCTOBER 2009

SU	MO	TU	WE	TH	FR	SA
				1 →	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

(10/4 to 10/30) 4 weeks

NOVEMBER 2009

SU	MO	TU	WE	TH	FR	SA
1	2 →	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

(11/1 to 11/27) 4 weeks

DECEMBER 2009

SU	MO	TU	WE	TH	FR	SA
11/29	11/30	1 →	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

(11/30 to 12/18) 3 weeks

JANUARY 2010

SU	MO	TU	WE	TH	FR	SA
					1	2
3	4 →	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

(1/3 to 1/29) 4 weeks

FEBRUARY 2010

SU	MO	TU	WE	TH	FR	SA
1/31	1 →	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

(1/31 to 2/26) 4 weeks

MARCH 2010

SU	MO	TU	WE	TH	FR	SA
2/28	1 →	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

(2/28 to 3/26) 4 weeks

APRIL 2010

SU	MO	TU	WE	TH	FR	SA
				1 →	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

(4/5 to 4/30) 4 weeks

MAY 2010

SU	MO	TU	WE	TH	FR	SA
						1
2	3 ☀	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

(5/3 to 6/4) 5 weeks

JUNE 2010

SU	MO	TU	WE	TH	FR	SA
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

JUNE LEGEND

- Included in May billing. Normal tutoring schedule in effect. Homework Lab will be open.
- Tutoring by request only. Available for May make-ups. Available for extra test prep sessions. Homework Lab will be closed.
- Summer tutoring and summer hours begin unless the WSFC schools are still in session.

ACADEMIC YEAR LEGEND

- Statements mailed out for *next* month's services.
- Fees must be paid on or before this date for the *next* month's services.
- Sloan Academics is closed these days.** Clients will not be charged for tutoring on these days if tutoring is normally scheduled.
- Scheduling for summer tutoring begins.

Student _____

Parent _____ Date _____

Staff _____ Date _____

Type of Tutoring _____ Tutor _____

Frequency & Schedule Rate/Week _____ Make-ups/Month _____

Homework Lab—Frequency _____ Rate / Week _____ (No MUD's)

Notes: