



DOUBLE A+ POLICIES

Please read all policies carefully before signing.

PAYMENT POLICY

ALL PAYMENTS ARE DUE AT THE BEGINNING OF EACH 4-WEEK SESSION UNLESS OTHERWISE DISCUSSED WITH THE MANAGER OF THAT LOCATION.

Payment plans are based on our 4-Week Session cycle that begins depending on when the student's first session is, and the amount is based on the number of sessions per week as described in the payment plan sheet attached.

- **Option 1: Payment in Full**

In this plan, every 4 weeks payments are made in full before the 4-week session begins.

- **Option 2: Biweekly Payments**

In this plan, every 2 weeks equal payments are made for a 4-week session, one before it begins and one 2 weeks after it begins.

- **Option 3: Walk- In Payments**

In this plan, payments are made at the beginning of each scheduled walk-in session. If additional time is needed for a session the parent will be notified before continuing beyond allotted time.

Included with each plan is a payment calendar that indicates when each payment is due for that semester, with the first semester ending at Christmas Break and the second semester ending along with the school year.

Methods of payment include cash, check, money order, and credit cards. There will be a \$30 returned check fee for all returned checks.

SESSION TIMES

Each session is 90 minutes long and is scheduled to ensure the correct student to tutor ratio. We understand that everyone's time is valuable, and as a result all sessions will begin on time. For example, a session scheduled to begin at 4:30 p.m. will begin on time and last until 6:00 p.m. If you arrive at 4:45 p.m. then your scheduled session will then last from 4:45 p.m. to 6:00 p.m. Please note any delay in start time due to Double A+ will not affect the client's full session time.

PLAN POLICY

There are currently 3 different plan packages to choose from:

- **Once a week**

This plan includes ONE SCHEDULED 90-minute session for each week during the 4-week cycle for a total of 4 sessions to use during that 4-week cycle. This day is the same day and time for each cycle unless otherwise discussed.

- **Twice a Week**

This plan includes TWO SCHEDULED 90-minute sessions for each week during the 4-week cycle for a total of 8 sessions to use during that 4-week cycle. These days are the same days and times for each cycle unless otherwise discussed.

- **Three times a week**

This plan includes THREE SCHEDULED 90-minute sessions for each week during the 4-week cycle for a total of 12 sessions to use during that cycle. These days are the same days and times for each cycle unless otherwise discussed.

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PLAN POLICY (continued)

Each plan has a set amount of sessions to be used during a 4-week cycle that cannot be spread out to use beyond that 4-week cycle. Please note that in addition to helping students with homework, our sessions are skillfully and strategically designed to grow students through our comprehensive TEK aligned curriculum and thorough teaching methods. This curriculum is geared towards all math from 1st grade up to Algebra I and is built to address gaps in learning as well as to prepare student for new lessons. Math beyond these subjects is taught by tutors who are well-versed in each math accordingly. When a student does not have homework, that student is still expected to attend their scheduled session. With our program being based on a combination of student consistency and detailed curriculum advancement, not showing up for a session can hinder the student's progress.

RESCHEDULE POLICY

With each session being especially reserved for a student, we ask that you please call at least **4 hours** in advance to reschedule. Calling this far ahead allows us ample time to rearrange tutors' schedules and sometimes even allows us to offer that session reservation to another student, if need be. All sessions that cannot be met must be rescheduled and made up on a day outside of your regularly scheduled sessions. For example, if you are scheduled for every Saturday on the **ONCE A WEEK PLAN**, then you must make up a missed Saturday session on another day during the week. Days and times to reschedule a session are subject to availability and are based on adequate staffing and the maintenance of our student to teacher ratio. We will not and cannot reschedule students for a day and/or time that does not meet our student to teacher ratio.

NO-SHOW POLICY

Failure to show up for an appointment without contacting Double A+ will result in the loss of that session. A no show, no call session cannot be made up or rescheduled.

RECIPROCAL ACCOUNTABILITY

Reciprocal accountability is our formula for student success. This means that it takes **WHAT WE DO plus WHAT A PARENT/GUARDIAN DOES and WHAT A STUDENT DOES to get a STUDENT'S SUCCESS**. To ensure every student's success, we expect ourselves, our parents and guardians, and our students to adhere to the following:

DOUBLE A PLUS:

- Deliver researched based best practice teaching strategies
- Provide a curriculum that is aligned to TEKS for 1st Grade through Algebra 1
- Help students keep up as well as fill in current gaps in their perspective math course
- Assist students in completing homework
- Provide an environment that facilitates student learning
- Build positive relationships with students that increase their confidence
- Provide students with key concepts of daily sessions to uses as references
- Give students strategies that can be applied in their classes to aid in their success

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- Provide a paid subscription to math practice sites as needed
- Assign extra practice work to ensure students understanding

PARENTS AND GUARDIANS WILL:

- Ensure that a student is on time and consistent in attendance
- Emphasize that the student's **I WILL** is more important than the student's **IQ**

STUDENT WILL:

- Come in with a positive attitude ready to work
- Participate in all activities as assigned by the instructor

REFUND POLICY

At any time, all students' parents or adult students may withdraw from a Plan Package, or any other service provided by us without any early termination fee. In addition to the cancellation of a Plan Package or service, these parents and adult students will be refunded 100% of any unused sessions excluding, if any, previously missed sessions.

Signature

Date