



Little House Tutoring Parent and Student Memorandum of Understanding and Student Waiver

Dear Parents and Guardians,

Please take a moment to read through our "Memorandum of Understanding and Student Waiver" to ensure you are familiar with our policies here at Little House Tutoring Inc. Prior to commencing any tutoring sessions, it is important that this memorandum be understood by all parents and/or guardians of Little House students. If there are any questions or concerns about this memorandum, please contact the management as soon as possible via email or phone. We will be more than happy to clarify any policies or answer any questions. Please be sure to sign the memorandum on the "Student Information Sheet" in order to ensure that you have read, understood, and agreed to the terms and conditions of Little House Tutoring Inc.

First Day/Drop-Off

It is very common for children who are coming to Little House for the first time to have some nervousness or anxiety, so please don't worry if you and/or your child are experiencing it. We are here to help make the transition as easy as possible, whether it is at the beginning, middle or end of the term. Here are some suggestions:

- 1) Plan to stay in the centre for a few minutes. Sometimes a new environment and new teachers can be overwhelming.
- 2) Always say "goodbye" to your child, and then stick to that goodbye. Remind them that you will be back shortly. Despite them seeming to play contentedly and you not wanting to disturb them, the shock of realizing you are gone often makes the situation harder for them to accept.
- 3) If your child is upset when you leave, the tutors will be able to comfort your child and welcome them into the group or centre. The teacher/tutors are trained to redirect your child's attention to something fun and interesting. The teacher/tutor will call and advise you if you need to return. We will only call if the child is crying in distress for fifteen (15) minutes or more.

Student Cancellations

If a student must cancel a session due to illness, Little House will provide a maximum of 2 opportunities per term for make-up lessons. We encourage you to give at least 24 hours notice for cancellations. If the student does not show up to his/her scheduled lesson and notice has not been given, make-up sessions will not be offered. No lessons can be refunded for activities that interfere with the student's reserved lesson time. Reimbursement for missed tutoring sessions is not possible.

Make-Up Sessions

Make-up sessions will only be offered to students who have given 24 hours notice of absence. Missed sessions MUST be made up before the conclusion of your child's current term. We warmly invite siblings to attend the regularly scheduled lesson of any students in his or her absence.

Tutor Cancellations

In rare cases, if a tutor needs to cancel a scheduled session, please be ensured that he/she will provide you with alternate times for make-ups. It is the tutor's responsibility to have these make-ups completed before the end of the current term. If you have trouble arranging a make-up with the tutor and/or have conflicts in scheduling, please contact Little House immediately.

Late Policies

It is expected that students arrive on-time for their lesson. However, we acknowledge that there are limitations to parent and student time schedules. Please note that students are expected to be picked up at the regularly scheduled time regardless of arrival time in order to ensure that the next student's lesson time is not compromised. Please pick up your child promptly after each session so as to minimize any disruptions for other students.

Little Learners Program (If Applicable)

The Little Learners Program offered by Little House Tutoring is subject to the same terms and conditions as our 1-on-1 tutoring services. The same policies apply for cancellations, make-ups, payment and scheduling. Little Learners cannot be made up.

Payment

Full payment MUST be made **prior** to the commencement of your child's first session. Payment is for the entire term (3 month period). Invoices will be emailed to the address you have provided on the "student information sheet". Please check the invoice and call Little House to process payment through Visa. Alternatively, you can come into the centre and pay by cheque, debit or cash. Payment is required in order to hold your child's spot.

Commitment

When you sign your child up for tutoring at Little House, you are making an agreement and commitment for the 3 month term. Tutoring sessions may not be cancelled or terminated until the term is over. The only exception is a provision for a make-up session due to illness. Please see "Cancellations" and "Make-up Sessions" above.

Schedule Changes

If a scheduling change is needed for your child, please contact Little House as soon as possible. We will try our best to accommodate your request. However, we cannot guarantee that the new time you have requested is available. Please be aware that if you wish to continue sending your child to Little House after the end of a term during the same scheduled days and times, please notify Little House right away. Your child's tutor and Little House management will call you near the end of each term with regards to the above mentioned.

Holidays

The student commitment is to attend all of the lessons for the tuition/school year with the exception of public school holidays only. These holidays include Labour Day, Thanksgiving, Remembrance Day, Winter Vacation, Spring Break, Good Friday, Easter Monday, and Victoria Day. Absence due to additional religious holidays must be stipulated at the beginning of each term.

Designated Caretakers

At the beginning of each term, it is important to notify both the management of Little House as well as your child's tutor of the designated individuals who will be picking up your child after each tutoring session. If any new caretakers will be picking up your child that we do not already know of, please inform us of this prior to dropping off your child as we will not release any student to caretakers we have not been made aware of.

Snacks

Snacks are more than welcome at Little House and are encouraged to be brought in order to ensure that students have full tummies and can concentrate on the assigned material.

Tutoring Policy

At Little House, we believe that, in order for a student to have an optimal learning experience, there must be a consistent, uninterrupted program of tutoring. Concurrently, we hope parents realize that Little House has an obligation to its tutors to provide uninterrupted and consistent schedules of tutoring so that they can work effectively with their students. Thus, we have implemented these policies which outline the payment and cancellation obligations for tutoring services at the centre. It is important to understand these terms and conditions outlined above.