



theQUAD
MANHATTAN

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Policies and Procedures for Individual Services

Individual Services include music lessons, executive functioning coaching, tutoring, and more.

- Tuition is due in full at time of registration
- Annual Registration Fee of \$115 (\$200/family) per year starting at time of sign up
- Refunds (less class taken and \$50 administrative fee) will be given through the first week of the semester. No refunds can be granted after the first week.
- There will be no other refunds or substitutions.
- Please do not send your child to The Quad Manhattan if he/she has had fever >100.4 vomiting, diarrhea, or a contagious illness in the last 24 hours.
- If a session must be cancelled due to teacher illness, inclement weather, etc., you will be notified by text message by your child's teacher and/or email from the program director. A makeup will be scheduled at the end of the semester in this case. If you would like an alternate method of notification, please notify your child's teacher before the first session.
- **Perpetual Enrollment:** Children may enroll anytime. The Quad Manhattan follows a semester schedule. Commitment through the end of the semester is required at the time of enrollment. Semesters generally run Sept.-Jan. and Feb.-Jun.
- **Discontinuation of Enrollment:** The Quad Manhattan requires WRITTEN notice to ashley@thequadmanhattan.com by the 29th day of the month preceding the cancellation date. Written notice received after the 29th of the preceding month will be valid for cancellation effective the 1st of the month following the next one. The Quad Manhattan accepts certain exceptions for extenuating circumstances such as moving, injury or extended illness.
- **Make-Up Policy.** Your child is guaranteed a makeup of ONE (1) missed session (no matter the cause: illness, vacation, doctor's appointment, etc.) per semester for each party. This means 1 absence by either teacher or student will be made up at a time mutually convenient to teacher and family within the same semester only. If the session is not made up within the semester, it is considered lost. No refunds or credits may be granted in this case. There will be **no other guaranteed make-ups** for sessions missed for any cause. Other cancellations on behalf of the family are non-refundable. In this case, the teacher may attempt a make-up **within one week**, however many teachers have full time jobs, and often teach other families and usually are not able to accommodate a request for change. Other cancellations on behalf of the teacher **are** refundable. In this case, the family may attempt a make-up **within one week**, however families and children often have busy after-school and

weekend schedules/appointments and rarely can accommodate a request for change.

- All 1:1 in home sessions must be accompanied by a parent in the house within direct supervision of the session. For example, the child shall never be left alone in the home with the tutor/coach/talent expert. Semi-private spaces are preferred like a kitchen table or corner of the living room with a work space suitable for the work with minimal distractions, but in clear visibility of the parent.
- All custody agreements that are in place must be provided by the parents prior to the beginning of the term and must delineate schedules of care for the proper release of a student to an alternate parent. Both parents must sign the tuition agreement in these cases with the exception of custody agreements stating otherwise by the courts. For example, in a situation with sole custody and financial responsibility, the sole custodian may be the only parent to sign the tuition agreement. If the child receives primary or secondary financial support from any other party, they must also sign the tuition agreement.

Community Agreements

RIGHTS AND RESPONSIBILITIES FOR STUDENTS: All students will become familiar with the rights and responsibilities mandated for a safe, healthy, productive environment. There will be **zero tolerance** for the following:

- **Bullying:** Physical, verbal, or emotional, explicit or implicit bullying is not tolerated. We have a preventative curriculum in place that makes incidents like these rare. We have promised our students and families a safe, non-threatening experience and we stand by our promise. If an instance of bullying of any kind occurs, it will be dealt with immediately to restore an immediate sense of safety to the learning community. However, we also view such incidents as perfect teaching moments to reinforce understanding of the rights and responsibilities of each student and teacher.
- **Physical Aggression:** No child is allowed to use physical aggression toward other students or staff as a means of communication. Incidents of physical aggression will always result in parents' called to remove the child from the environment. We have promised our students and families a safe, non-threatening experience and we stand by our promise. Physical Aggression is not tolerated.

The Quad Manhattan reserves the right to suspend a child's participation from The Quad Manhattan programs if the safe, non-threatening experience of other campers is threatened by that child's actions. Tuition is not refundable in this case.

I have read the above Quad Manhattan Policies and Procedures for Individual Services and agree to them.

Signature: _____ Date: _____

Print: _____

