

## **Test Prep Chicago Registration, Course Policies, and Behavior Policies**

**Payment Policy** – Tuition must be paid at least one week in advance to secure a spot in the course. If there is room in the course, later registrants may enroll, but payment must be received by the first day of class or the student will not be permitted to participate.

**Cancellation Policy** – In the event that enrollment does not reach the required minimum for a particular course, or circumstances arise beyond our control, Test Prep Chicago reserves the right to cancel a course or program at any time. Parents will be notified, and we will work with you to find a suitable replacement course. If no replacement can be agreed upon, Test Prep Chicago will refund your money in full.

**Withdrawals/Refunds** – Tuition will be refunded, less a \$25 processing fee, if Test Prep Chicago is notified of withdrawal prior to one week before a course begins. Refund requests received less than one week before a course begins or after a course begins cannot be honored. Test Prep Chicago offers no refund or credit for missed class days due to illness, schedule conflicts, or for any other reasons.

**Make-Ups** – Experience proves that students' progress depends upon a consistent learning environment. Individualized communication with one instructor and group exercises with the same students week after week are the recipe for a successful testing outcome. However, if a student is unable to attend class, our team will be able to provide a video recording of the missed lesson. If a student wishes to switch classes permanently (after a course begins), there will be a \$50 processing fee. Note that students are only able to switch into a class if it still has open slots. For all scheduling matters, parents must notify Test Prep Chicago ahead of time so proper arrangements can be made.

**Student Pick-Up** – It is important that parents are on time when picking up their student(s) after each class. Our instructors often have another tutoring session they must get to after class. Our instructors will only be able to wait with students for up to 5 minutes after the class end time.

**Test Prep Material** – Students will be provided with a session packet each week. If a student cannot attend a class, it is the parents' responsibility to pick up the material during the designated class time or to arrange for another student to collect the material. Test Prep Chicago will **NOT** email or mail course material to families. Assessments and homework assignments will be accessed through our online testing platform.

**Behavior Policy** – Respectful behavior is expected of all students. Test Prep Chicago tutors reserve the right to remove from class a student who is distracting to the tutor or other students or is exhibiting negative behavior. Parents will be alerted to the situation and asked to remove their child from the class if the situation continues. There will be no tuition refunds for bad behavior.

By registering for this Test Prep Chicago course, I agree to all of the policies listed above.