

BRAINBOOST PAYMENT & CANCELLATION POLICIES 2021/2022

TUTORING SESSION POLICY

TUTORING POLICY IN A NUTSHELL

All sessions are scheduled to occur weekly throughout the school year. You must prepay four weeks of sessions at a time and you will receive an invoice whenever your account shows only one paid session remaining.

To cancel ongoing, you must give us 4 weeks written notice. The notice period must include 4 weeks of **booked services**.

With at least 24 hours' notice you can cancel up to 2 sessions per term at no charge.

BOOKING AN ONGOING SESSION

To complete the registration process and book weekly session(s), commitment to the full school year is required along with your first payment equivalent to 4 weeks of booked sessions.

PAYMENT DETAIL

All sessions must be prepaid. Your payments become credits in your account which are used to pay for your child's sessions. You will receive an invoice whenever your account shows only one session credit remaining. Each invoice will charge you for the next four weeks of booked services. You can also pay for the entire term or year at once if you prefer - please contact us to make arrangements.

TUTOR SESSION CANCELLATION

With at least 24 hours' notice, you may cancel 2 sessions per term at no charge. Sessions cancelled with less than 24 hours' notice are considered a 'late cancellation' and will be charged. The number of no-charge cancellations will be prorated for students who start or end tutoring in the middle of a term.

WITHDRAWING

If a student decides to withdraw from tutoring before the end of the school year, you may cancel weekly sessions by giving four weeks written notice. All sessions falling before and within your notice period must be paid in full and are non-refundable. In the absence of notice, or if you wish not to attend sessions during the cancellation period, a fee equivalent to four weeks of services will be charged. All sessions scheduled after your notice period will be cancelled, and, if prepaid, will be refunded.

TUTOR CANCELLATION

In rare cases, a tutor may have to cancel a scheduled session. We will do our best to reschedule the session to another convenient time for the student, or with another tutor if appropriate. If this is not possible, we will credit the session to your account.

GROUP CLASS POLICY

BOOKING A CLASS

In most cases we will ask for the student to participate in a consultation to determine suitability for the desired class. If a student and class are a good fit, you will receive an invoice and, upon payment, the student's spot is confirmed.

PAYMENT DETAIL

All Classes must be pre-paid in full.

CLASS CANCELLATION

- If a student is registered for a class and decides to withdraw prior to the start of the class, you will be refunded the full cost of the class minus the cancellation fee (see below).
 - For all *school year Classes*: A student may withdraw up to 14 days after the start of the Class and receive a full refund for the Class minus the cancellation fee. After 14 days, all fees are non-refundable.
 - **Summer Math Class Cancellation Policy:**
 - For *summer Academic Credit Classes*: We understand that summer plans can change. If you need to withdraw your child from the class please provide written notice by May 27th. You will be refunded \$2,700, which is the class price minus a cancellation fee of \$300. After May 27th, all fees are non-refundable. If we are not able to run the class, due to low enrollment, you will receive a full refund.

CLASS CANCELLATION FEE

- 10% of class cost

STUDY SPACE POLICY

BOOKING STUDY SPACE & PAYMENT DETAIL

- A Study Space Class consists of a one hour per week block that you can book for the term, e.g. every Monday at 11am, and is billed at a cost of \$400/term.
- Once the school year commences new sign ups to a Study Space class will be billed at a cost of \$80.00 per month beginning with the entire month they join the class, and committing to attend to the end of term.

STUDY SPACE CANCELLATION

- A student may withdraw from Study Space Classes during the first 14 days of the school year and receive a full refund for the Class minus the cancellation fee of \$40. After 14 days, all fees are non-refundable.
- If BrainBoost is unable to find enough students for a Study Space class, we reserve the right to cancel the Study Space class and we will refund all fees.

GENERAL BILLING AND PAYMENT DETAIL

PAYMENT

- All services must be prepaid.
- For each service requested, you will receive an emailed invoice (called a “Purchase request” in our online system). Once the invoice is paid, the service will be booked and a receipt will be issued (called a “bill” in our online system).
- Payments need to be made by e-transfer. We do not accept credit or debit cards. By special arrangement we will accept cheques.

E-transfer Instructions:

Email: bills@brainboosteducation.com

Please include your child’s first and last name in the Notes section of the e-transfer.

BOOKING

We schedule sessions for each student on a recurring weekly basis, from the date of the first session , until June 17th 2022, excluding all BC statutory holidays and VSB breaks. Please note - We are open on VSB Pro-D Days.

RECEIPTS FOR PAYMENT

Once payment has been processed, you will be emailed a receipt. You can view and print your receipts through your online account as well. Please let us know if you have trouble accessing or printing receipts.

NSF CHEQUES

We charge an administration fee of \$25.00 for cheques returned as NSF.

THIRD-PARTY GOVERNMENT PAYMENTS

For some students, services will be covered in full, or part, by government funding (MCFD, BC School District and other public agencies.) In this instance BrainBoost requires you to submit in writing:

- approval of BrainBoost as service provider for your child by the relevant funder
- full details of the funded amount(s) and deliverables
- **Please note:**
 - Please remember that you are responsible for renewing government funding for your child on time and ensuring that regular funding comes through to BrainBoost to cover the services booked. Please be aware that, if the calculations are done incorrectly and funding is not adequate to cover services rendered, you are responsible to pay any outstanding balances.
 - Please be aware that a billing fee of \$10.00 per invoice per funder will be applied to all Third-Party accounts, to assist with necessary administrative procedures around billing and tracking.
 - Please note that many funders will not cover any unattended services, or cancellation fees. If a student does not attend their one-on-one sessions during the cancellation period, or if a student decides to stop attending a group class, you will be responsible for paying any unattended services that are not billable to the funder.

SPECIAL PAYMENT PLANS

If you are unable to follow the policies and procedures outlined above, please contact the Case Manager of your child. We will discuss your needs and devise a special payment plan that works for you and us. In some cases an administrative charge of \$50.00 will be applied to special payment plans.

BURSARIES

Limited bursary funds are available for families who may need support meeting the fees. Please inquire with the Executive Director, Jessy Giammarino (jessy@brainboosteducation.com), for further detail.

TAX DEDUCTION

Many families whose children are diagnosed with a learning disorder or mental health condition have found that - because of the therapeutic instruction at BrainBoost - the Canada Revenue Agency (CRA) has accepted tuition fees at BrainBoost as a medical deduction. Please speak with your accountant or tax advisor regarding Qualifying Medical Expenses (QMEs) and health care trusts as these may apply to your family's situation. Upon request, and with notice, we can provide a letter summarizing fees paid and services rendered.

SUMMER PROGRAM POLICY

Due to the short interval, all Summer Program fees need to be pre-paid and are non-refundable. Should a student need to cancel a session(s) we will do what we can to accommodate a reschedule.

SERVICE FEES

One-on-One Tutoring: \$85/hour

Group Classes:

- Senior High Single Term Classes: \$3,000 (6 hours per week)
- Junior High Full year Classes: \$3,000 (2 hours per week)
- Full Year Classes: \$2000 (2 hours per week)

Study Space Classes & Clubs:

- Clubs: \$800 per year
- Study Space: \$400/hr/term