

# BACK TO BASICS

Learning Dynamics, Inc.

*Excellence in Education since 1985*

Welcome to Back to Basics Learning Dynamics, Inc.! We pride ourselves on the high quality of services we offer to our clients and would be happy to discuss any questions or concerns you may have after reading the following policies:

1. At all times, an adult (21 years of age or older) must be present in the client's home during the entire tutoring session or the tutor will leave. Please familiarize yourself with our office staff hours as we do have periods of reduced staffing in the evenings and on weekends at our Centers. We have always held ourselves to the highest standards and want to be sure parents have the utmost confidence in our business. We want Back to Basics to remain a safe environment for our students and tutors.
2. Back to Basics requires 24-hour notice for cancellations. Cancellations must be made by the parent or guardian directly to the front office. Short notice cancellations and no-show sessions will be charged. We will not accept cancellations from students under 21 years of age.

Please remember that we are holding a room and/or a slot in the tutor's schedule for your appointments. We enforce our policies to respect time and space considerations, and these factors promote consistency and continuity, which are the keys to successful learning and retention.

3. Any increase or reduction in service hours and schedule changes must go through Marianne DiCugno at Back to Basics.
4. In the event of client lateness, the tutor will wait a maximum of 20 minutes. The session will be billed to your account.
5. We are open year-round. In the case of inclement weather, all closings will be announced on WSTW 93.7 FM, WDEL 1150 AM radio, NBC 10, and ABC WPVI 6.
6. At the time of sign up a \$35.00 placement fee will be charged to your credit card. (We do not accept Debit Cards) This is a non-refundable fee. In the event that Back to Basics cannot identify a tutor for the requested services, the placement fee will be refunded in full.
7. The options for payment include 1) an auto bill option where the credit card on file will be charged at the end of the billing cycle for the balance on the account of agreed upon standard services and any extra sessions provided in the billing cycle or 2) pay by check, cash, or money order option in which payment must be received in advance. If your account has a balance at the end of the billing cycle, we will charge the credit card that was given for monthly billing charges.

If your account becomes delinquent due to a declined credit card or returned check, you will incur a 1.5% monthly finance charge (18% APR) and potential stopping of services.

8. A \$35.00 service charge is applied to all returned checks. Two returned checks from the same client at any time will result in services provided on a cash, money order, or credit card basis only.
9. Should you decide to discontinue services, please call the office to discuss an end date.
10. Clients are not to solicit or accept the personal services of our tutors outside of Back to Basics.
11. Submission of an electronic signature on the online enrollment form indicates you have read and understand this policy form.

We appreciate your confident choice of Back to Basics.

Office Use:

Date \_\_\_\_\_

Student's Name \_\_\_\_\_

Parent Name \_\_\_\_\_

Payment method:  auto bill  check, cash or money order

*1-on-1 Tutoring in 60+ Subjects • Pre-K through Adults • 1-on-1 SAT/ACT Test Prep  
Summer School • Psycho-Educational Testing • Translating/Interpreting • District Contracts  
Delaware's only Department of Education Approved 1-on-1 Private School*

