

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. *Payments must be made in advance for each month with the exception of our auto bill option. At the time of sign up an initial deposit of \$\_\_\_\_\_ is charged to a credit card. The deposit will be applied to the first month's payment. The deposit will not be refunded if the client does not follow through with services. In the event that Back to Basics cannot provide services, the deposit will be refunded in full.* In addition to the deposit, the first payment must be paid by Discover, Visa or MasterCard. Future payments may be made in advance by credit card, check, cash, or money order. Please contact the Finance Department at extension 219 for more information about our auto bill option.

**Please note:** If your account has a balance at the end of the month, we will charge your credit card that we keep on file. If your account becomes delinquent due to a declined credit card, you will incur a 1.5% monthly finance charge (18% APR) and potential stopping of services.

2. We are open year-round and close infrequently. Back to Basics does not follow any school district holiday or break schedule. In the event of school vacations or breaks, you can assume that we are open. In the case of inclement weather, all closings will be announced on WSTW FM / WDEL AM radio and NBC 10 and Action News. There will be no charge for cancellations due to inclement weather.
3. Back to Basics requires 24 hour notice for cancellations. Cancellations must be made by the parent or guardian. Short notice cancellations and no-show sessions will be charged. In the event the tutor must cancel, it is the tutor's responsibility to make up the session at a later date. We will not accept cancellations from students under 21 years of age.
4. At all times, an adult (21years of age or older) must be present in the 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 evenings and on weekends at our center. 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.
5. In the event of client lateness, the tutor will wait a maximum of 20 minutes. The session will be charged.
6. A \$25.00 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.
7. 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.
8. Should you decide to discontinue services, please call the office with at least one week's notice.
9. Clients are not to solicit the personal services of tutors outside Back to Basics.

**Student's Name** \_\_\_\_\_ **(please print)**

**Parent's Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Parent's Printed Name** \_\_\_\_\_

**Please sign and return this form in order for your sessions to start and continue.**

We appreciate your confident choice of Back to Basics.

Revised 7/27/06

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**KEEP THIS COPY  
FOR YOUR RECORDS**