



FRANKLIN THE HELPER® CHILDREN'S BOOKS, LLC

TUTORING PROGRAM TERMS AND POLICIES

Effective Date: 6.12.2026

1. PURPOSE OF INSTRUCTION

Structured reading instruction is designed to strengthen:

- Phonics and decoding
- Reading fluency
- Comprehension
- Vocabulary development
- Reading confidence
- Math understanding

Instructional methods and materials are selected at the tutor's professional discretion.

2. ENROLLMENT & COMMITMENT

1. Enrollment reserves a recurring instructional time slot within the program.
2. Tuition secures scheduled time and is not prorated for absences.
3. The program operates on a structured schedule and is not an on-demand service.
4. Consistent attendance and home reinforcement are required for progress.
5. An initial three-month commitment is recommended.
6. Families enroll in a recurring instructional schedule and reserve specific time slots within the program.
7. Tuition is based on the student's agreed-upon schedule and is not determined by the number of sessions scheduled, attended, or utilized during a billing period.
8. Families are financially responsible for the instructional schedule selected at enrollment. Tuition obligations are not reduced because fewer sessions are scheduled, attended, or utilized during a billing period.
9. Temporary reductions in the number of sessions do not reduce tuition obligations.

10. Requests to change the student's frequency or duration of sessions must be submitted before the beginning of the next billing cycle and are subject to approval and availability.
11. Unused sessions do not roll over into future months and are not eligible for refunds, credits, or additional make-up sessions except as specifically provided under the Program Make-Up Policy.

3. ATTENDANCE, CANCELLATIONS & MAKE-UP SESSIONS

1. Sessions begin and end at the scheduled time.
2. Late arrivals do not extend session time.
3. A minimum of 48-hour notice is required to cancel a session.
4. Sessions canceled with proper notice may be rescheduled based upon tutor availability.
5. A maximum of two (2) make-up sessions per academic semester is permitted. June and July are considered one (1) semester.
6. Make-up sessions must be used within thirty (30) days of the original session.
7. Rescheduling is not guaranteed and is subject to available openings.
8. Late cancellations and no-shows are forfeited.
9. Sessions missed due to non-payment are not eligible for make-up.
10. The make-up policy applies only to sessions canceled with proper notice. Sessions missed due to non-payment are not eligible for make-up, credit, or rescheduling.
11. Students who are ill should remain home. Illness-related absences are subject to the standard cancellation and make-up policy.
12. Families are encouraged to provide advance notice of vacations or extended absences. Tuition is based on reserved instructional time and is not reduced for planned absences. Sessions missed due to vacations are subject to the standard make-up policy.

4. PARENT PARTNERSHIP COMMITMENT

Parents and guardians agree to:

1. Ensure the student arrives on time and prepared.
2. Support daily reading practice at home.
3. Reinforce strategies introduced during sessions.
4. Maintain respectful and direct communication.
5. Encourage consistent attendance and active participation.

5. INSTRUCTIONAL APPROACH

1. Students will read aloud during each session.
 2. Repeated reading may be used to build fluency.
 3. Skill-based practice may be assigned between sessions.
 4. Instructional methods and materials are selected at the tutor's professional discretion.
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6. BEHAVIOR EXPECTATIONS

1. Respectful behavior is required at all times.
2. Disruptive or unsafe behavior may result in early termination of a session.
3. Sessions ended early because of student behavior are fully charged and are not eligible for rescheduling.
4. First incident: verbal warning.
5. Second incident: written notice to the parent or guardian.
6. Third documented incident may result in dismissal from the program.
7. Severe behavior may result in immediate termination at the tutor's discretion.



7. PAYMENT TERMS

1. Tuition is billed on a monthly basis and is due on the 1st day of each month.
2. Payments are processed automatically using the payment method provided at registration.
3. By enrolling, the parent or guardian authorizes Franklin the Helper® Children's Books, LLC to charge the payment method on file each month.
4. If a payment is declined, the account must be resolved within three (3) calendar days.
5. During this period, sessions will not be held or conducted without an active payment.
6. If payment is not resolved within three (3) calendar days, the student's reserved instructional time may be released and continued enrollment in the program is not guaranteed.
7. If payment is resolved within three (3) calendar days, the student may resume future scheduled sessions. Sessions missed due to inactive or unresolved payment are forfeited and are not eligible for rescheduling, credits, or refunds.
8. No payment equals no session. No exceptions.
9. All payments are non-refundable.
10. Missed sessions due to non-payment are not considered tutor cancellations and do not qualify for make-up sessions.

8. PROGRESS EXPECTATIONS

1. Reading, comprehension and math growth varies from student to student.
2. Progress depends upon attendance, consistency, student effort, and home reinforcement.
3. Grade-level advancement is not guaranteed within a specific timeframe.
4. Informal assessments may be used to monitor progress but do not constitute official academic evaluations.

9. LIABILITY & SUPERVISION

1. The parent or guardian retains full responsibility for the student at all times.
2. Parents and guardians are strongly encouraged to remain on-site during tutoring sessions.

3. Franklin the Helper® Children's Books, LLC is not responsible for the student before or after scheduled sessions.
 4. Franklin the Helper® Children's Books, LLC is not liable for injuries, accidents, losses, or incidents occurring during or around tutoring sessions.
 5. Tutoring sessions conducted in public locations are not affiliated with or endorsed by the hosting facility.
 6. Transportation of students is not provided.
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10. COMMUNICATION

1. Communication is intended for scheduling, logistics, and brief updates.
 2. Tutoring support is provided during scheduled sessions only.
 3. Communication may occur by phone, text message, or email.
 4. Communication hours are 8:00 a.m. to 5:30 p.m.
 5. Messages received outside of these hours may be addressed on the next business day.
 6. Responses are typically provided within twenty-four (24) hours on business days.
 7. Immediate or same-day responses are not guaranteed.
 8. Instructional support is provided during scheduled sessions.
 9. Extensive phone consultations and ongoing instructional support outside scheduled sessions are not included with tuition.
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11. TERMINATION OF SERVICES

1. Either party may terminate services with written notice.
 2. Franklin the Helper® Children's Books, LLC reserves the right to terminate services immediately for:
 - Non-payment
 - Repeated behavioral concerns
 - Violations of program policies
 - Harassment
 - Disrespectful conduct
 - Circumstances that interfere with the safe and effective delivery of instruction
 3. No refunds will be issued upon termination.
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12. TUTOR ABSENCES

1. If a tutor must cancel a session, Franklin the Helper® Children's Books, LLC will make every reasonable effort to provide either Franklin Edwards or Demetré Bivins as a substitute instructor.
2. If a substitute instructor is unavailable, Franklin the Helper® Children's Books, LLC will provide a make-up session or otherwise make reasonable arrangements to ensure the student receives the missed instructional time at no additional cost to the family.
3. Tutor cancellations do not count toward the student's allotted make-up sessions.



13. EMERGENCY CLOSURES

1. Franklin the Helper® Children's Books, LLC reserves the right to cancel, postpone, or reschedule sessions due to circumstances beyond its reasonable control, including:
 - Severe weather
 - Power outages
 - Illness
 - Emergencies
 - Internet disruptions
 - Facility closures
 - Other unforeseen events
 2. Every reasonable effort will be made to notify families promptly of any changes.
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14. PRIVACY AND MEDIA

1. Student information and academic progress will be treated confidentially.
 2. Photographs, videos, recordings, and student work will not be used for promotional purposes without separate written consent from the parent or legal guardian.
 3. Franklin the Helper® Children's Books, LLC respects the privacy of all students and families.
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15. PROGRAM MODIFICATIONS

1. Franklin the Helper® Children's Books, LLC reserves the right to modify tuition, schedules, policies, procedures, and program offerings.
 2. Families will be provided reasonable notice of material changes.
 3. Continued participation in the tutoring program following notice of policy changes constitutes acceptance of those changes.
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16. LEGAL

1. These Terms and Policies are governed by the laws of the State of Texas.

2. Any disputes arising from tutoring services provided by Franklin the Helper® Children's Books, LLC shall be resolved through binding arbitration.
3. Participation in class action claims is waived.
4. If any provision of these Terms and Policies is determined to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

17. ACKNOWLEDGMENT OF TERMS AND ELECTRONIC SIGNATURE

By signing below, I acknowledge that I have read, understood, and agree to the Tutoring Program Terms and Policies provided by Franklin the Helper® Children's Books, LLC.

I understand that:

- All payments are non-refundable.
- Missed sessions, late cancellations, and no-shows are forfeited.
- Sessions missed due to non-payment are not eligible for rescheduling, credits, or refunds.
- Tuition reserves a recurring instructional schedule and is not based solely on attendance.
- Participation in the program requires adherence to all stated policies.

I agree that my electronic signature is legally binding and serves as my formal acceptance of these Terms and Policies.