

Franklin the Helper® Children's Books, LLC

Tutoring Program Terms and Conditions

1. Purpose of Instruction

- 1 Structured reading instruction is designed to strengthen phonics, fluency, comprehension, vocabulary, and confidence.
- 2 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, not on-demand booking.
- 4 Consistent attendance and home reinforcement are required for progress.
- 5 An initial three-month commitment is recommended.

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 on availability.
- 5 A maximum of two make-up sessions per semester is permitted.
- 6 Make-up sessions must be used within 30 days.
- 7 Rescheduling is not guaranteed.
- 8 Late cancellations and no-shows are forfeited.
- 9 Sessions missed due to non-payment are not eligible for make-up.

4. Parent Partnership Commitment

- 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 communication.

5. Instructional Approach

- 1 Students will read aloud during each session.
- 2 Repeated reading may be used.
- 3 Skill-based practice may be assigned.

6. Behavior Expectations

- 1 Respectful behavior is required.
- 2 Disruptive behavior may result in early termination of a session.
- 3 Sessions ended early due to behavior are fully charged.
- 4 First incident: verbal warning.
- 5 Second incident: written notice.
- 6 Third incident: dismissal.
- 7 Severe behavior may result in immediate termination.

7. Payment Terms

- 1 Tuition is billed monthly and due on the 1st.
- 2 Payments are auto-debited from the method on file.
- 3 If payment is declined, it must be resolved within three days.
- 4 No payment = no session.
- 5 If unresolved, the student's time slot may be released.
- 6 If resolved within three days, sessions resume going forward.
- 7 Missed sessions due to non-payment are forfeited.
- 8 All payments are non-refundable.

8. Progress Expectations

- 1 Progress varies by student.
- 2 Consistent attendance and effort impact results.
- 3 Grade-level advancement is not guaranteed.

9. Liability & Supervision

- 1 Parents retain full responsibility for the student at all times.
- 2 Tutor is not responsible before or after sessions.
- 3 Parents are encouraged to remain on-site.
- 4 The company is not liable for incidents or injuries.
- 5 Sessions in public spaces are not affiliated with the venue.

10. Communication

- 1 Communication is for scheduling and updates only.
- 2 Tutoring occurs during scheduled sessions only.
- 3 Hours: 8:00 AM – 5:30 PM.
- 4 Responses within 24 hours on business days.
- 5 No guarantee of immediate response.

11. Termination of Services

- 1 Either party may terminate services at any time.
- 2 Services may be terminated for behavior, non-payment, or violations.
- 3 No refunds will be issued upon termination.

12. Legal

- 1 Governed by the laws of Texas.
- 2 Disputes resolved through binding arbitration.
- 3 Class action participation is waived.