

HOMs Staffed Co-Op Enrollment, Cancellation & Refund Policy

Effective Date: March 1, 2026

This policy applies to enrollment in all HOMs Staffed Co-Op programs per the Helper of Mothers LLC (HOMs).

1. Registration & Materials Fee (Due at Application)

A **\$65 Registration & Materials Fee** is required to begin the enrollment process and reserve a learner's seat consideration.

This fee:

- Covers onboarding, administrative processing, and materials preparation
- Is **non-refundable**
- Will only be refunded if **HOMs cancels the program prior to the semester start date**

The Registration & Materials Fee is due at the time of application submission. Families must complete the [Staffed Co-Op Application Form](#) and submit payment using the secure link provided in the form confirmation message of the application and/or on our website Helperofmoms.com under "Contact Us".

A seat is not reserved and an application is not processed until payment is received.

If payment is not submitted, the application will not be added to the waitlist or enrollment roster.

By submitting your \$65 Registration & Materials Fee you are thus agreeing to all policies upheld by HOMs, including but not limited to this cancellation & refund policy.

2. Semester Commitment & Published Start Date

Enrollment in a HOMs Staffed Co-Op constitutes a **16-week semester commitment**.

The official semester start date will be clearly posted on the HOMs website and included within the Staffed Co-Op Application Form.

3. Tuition Due Date (First Payment)

The first tuition payment is due 30 days prior to the published semester start date. The start date will be made available to see on the Helperofmoms.com website under "In-Person

Services” and on the [Staffed Co-Op Application Form](#) , its confirmation page, and emailed copy of the completed Staff Co-op Application Form. Failure to submit tuition by the due date (and cure any failed payment within the grace period) may result in forfeiture of the reserved seat.

Families may choose to pay tuition:

- **Weekly (auto-pay required)**
- **Monthly (auto-pay required)**
- **In full per semester**

“Tuition” refers to program tuition only and does not include the \$65 Registration & Materials Fee. Regardless of the payment schedule selected, families are committing to the full semester structure.

4. Withdrawal Before Semester Begins (Tuition Refunds)

All refund calculations are based on the official semester start date.

If a family withdraws:

- **30+ days before semester start:** 100% tuition refund (Registration & Materials Fee retained)
- **14–29 days before semester start:** 75% tuition refund (Registration & Materials Fee retained)
- **Less than 14 days before semester start:** 50% tuition refund (Registration & Materials Fee retained)

Refunds apply only to tuition amounts actually paid. If tuition has not yet been paid and withdrawal occurs before the 30-day tuition due date, no tuition is owed.

5. Withdrawal After Semester Begins

Withdrawal must be submitted in writing to helperofmoms@gmail.com

If a family withdraws after the semester has started:

- A **2-week tuition withdrawal fee** will apply.
- The withdrawal fee equals **two weeks of that family's enrolled weekly tuition rate**.
- The Registration & Materials Fee remains non-refundable.
- Tuition already paid is non-refundable.
- No additional tuition beyond the withdrawal fee will be charged.

6. Payment Schedule & Late Payments

Families selecting weekly or monthly payment options must enroll in automatic recurring billing.

Weekly Plan

- A **deposit equal to one week of tuition** is due **30 days prior** to the semester start date.
- Weekly autopay then runs **each Monday** for the remaining weeks of the semester.

Monthly Plan

- The **first monthly payment** is due **30 days prior** to the semester start date.
- Remaining monthly payments are billed **on the same calendar day each month** thereafter until the semester tuition is paid in full.

Semester Plan

- Tuition is due in full **30 days prior** to the published semester start date.

If any scheduled payment fails or is not received by the due date (including the first payment):

- A **7-day grace period** applies (including weekends and non-business days)
- After 7 days, a **\$25 late fee** is assessed
- Attendance may be suspended until the account is brought current

Repeated late payments may result in removal from the program and application of the **2-week withdrawal fee**. Failure to remain current may be treated as voluntary withdrawal.

7. Removal Due to Policy Violations

HOMs reserves the right to remove a learner if behavior poses a risk to staff, other learners, or the integrity of the program.

Grounds for removal may include, but are not limited to:

- Excessive physical aggression or violence
- Threatening behavior or language
- Verbal abuse toward staff or peers
- Persistent profanity or inappropriate language
- Sexual misconduct or inappropriate physical contact
- Theft or intentional property damage (HOMs property, facility property, or peer property)
- Repeated refusal to follow program expectations or participate
- Any behavior that compromises safety or substantially disrupts the learning environment

In cases of removal:

- Registration & Materials Fee remains non-refundable
- The **2-week tuition withdrawal fee** applies
- Tuition previously paid is non-refundable
- No additional tuition beyond the withdrawal fee will be charged

HOMs retains sole discretion in determining when behavior meets removal criteria.

8. Absences

Tuition reserves a seat in the program. No refunds, credits, or make-up days are guaranteed for absences due to illness, travel, scheduling conflicts, or personal reasons. Make-up opportunities may be offered at HOMs' discretion if space permits.

9. Program Cancellation by HOMs

If HOMs cancels a scheduled class due to unforeseen circumstances (including but not limited to weather, staffing issues, or facility complications), HOMs may provide:

- A make-up session when feasible
- If a make-up session is not possible, a prorated tuition credit
- If the program is canceled permanently, unused tuition will be refunded on a prorated basis

10. Contact

Helper of Mothers LLC
Frederick, MD
helperofmoms@gmail.com
(240) 575-3007
Helperofmoms.com