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Learning & Development Centre

Dyslexia Specialists

ABN 73 302 297 617 ACN 082 957 855

ADMINISTRATION POLICY

Administration Fee

At the time of enrolment an annual charge of \$25.00 (GST inclusive) per student will be applied.

Late Fee

A \$50 late fee will be incurred if fees are not received by end of term.

Missed Sessions

Students are expected to attend all lessons while they are enrolled. However, we understand that unavoidable circumstances may arise during the term. It is our policy to reschedule missed lessons. In this event you will need to contact the office administrator to coordinate another session.

If the Learning Centre cancels a session then this lesson will be rescheduled to another time during the school term. Where this is not possible the cost of the lesson will be credited to the next term's account or refunded if desired.

Please note: If the Centre is not notified within 12 hours of a student's absence and a makeup time endeavoured to be set; full price of the session will be charged and refunds will not be given in this instance.

If notified all reasonable attempts will be made for the lesson to be convenient for the student. As a tutor's timetable is set, there is no guarantee they will be with their regular tutor or scheduled lesson setting.

If the student fails to attend the scheduled make up lesson, the lesson will be forfeited. Refunds will not be given in this instance.

The tutor will not make up time for late arrivals.

* **Please note:** For extended periods of absence, we require confirmation in writing of dates that you will be absent sent to the Office Administrator. This is to ensure your account is adjusted accordingly. Please notify us at admin@in2ition.com.au

Payment Policy

There are NO credits or refunds (unless specified) available at the Learning Centre.

All fees and charges are payable in advance of the commencement of tutoring. However, a payment plan can be organized through the Office Administrator for your convenience. A late fee will be incurred if full payment is not received by the end of the school term.

Credited accounts will carry over to the following term.

Payment Policy continued

The Learning Centre requires notification of four weeks prior to early cancellation of tutoring.

The Learning Centre reserves the right to pass any delinquent account onto a debt recovery agency. All accounts not paid in full 30 days after the completion of the term will be sent to a Debt Recovery Agency.

If paying by credit or visa card a 2% surcharge will be applied due to PayPal charges.

Behaviour

Students are expected to be well - behaved while in the Centre. No disrespect to other students or staff will be tolerated and may result in a student being asked to leave, (or sat out of the lesson) if poor behaviour continues. This ensures that all students at the Learning Centre feel safe, comfortable and happy.

Personal Information

Every student attending our Learning Centre is required to provide personal details for enrolment. This includes signing our enrolment and account terms and conditions form. This information will be kept confidential and will not be passed onto any third parties.

Use and Disclosure of Personal Information

Student information provided is used for a variety of purposes including administration, surveys and promotional campaigns. All of these activities are conducted in house and will not be given to a third person unless required by law or the parent/ guardian has given the Learning Centre permission in writing.

The Learning Centre reserves the right to use these photos, names and results for promotional purposes unless otherwise informed in writing by the student or family.

