



Enrollment Policies

Scheduling:

It is important that we maintain the proper teacher to student ratios for the various learning center programs. Please attend Core only on your scheduled day(s) and at your scheduled time(s). If there is a need for a temporary schedule change or a planned absence, a 24 hour notice is required. We request that any permanent schedule change be submitted, in writing, to the learning center Management using the Schedule Change Form which can be found in the center or on line. All schedule changes must be approved.

Missed Sessions:

A 24-hour notice is required for all planned absences. Please contact Core Learning Center via phone (888)-215-2673

678-voicemail is acceptable) or e-mail (schedule@harmoniccore.com) regarding your missed class. In the case of an illness, please contact Core Learning no less than 2-hours prior to your scheduled session. Sessions missed with proper notification will be regarded as Excused.

- *Excused Absences* are eligible for make-up sessions. No monetary credit will be given for Excused Absences.
- *Unexcused Absences* are all other absences for which Core was not notified ahead of time, and will not be eligible for a make-up session.

Session Make-Up Policy:

Make-up sessions will be given on a scheduled basis for excused absences only. Make-up sessions must be scheduled and completed within two weeks following the missed session.

Sick Policy:

Please do not send your child to the learning center if they are ill.

- Students must be fever free and without vomiting for, at least, 24 hours prior to attending their Core session.
- If your child missed school due to an illness, they should also be considered too ill to attend the center.

Student Drop-Off and Pick-Up:

Please make every attempt to drop-off and pick-up your student's at their assigned time. Our teachers' schedules are very full, and tardiness detracts from both your student's session and that of incoming students. When your child's scheduled session has ended, all Core work will end while they await pick-up. We strongly urge parents to pick-up students from within the center to allow our teachers to provide session and progress feedback after each session.

Student:Teacher Ratio

Students are enrolled as Generally Grade K and above) on a 3 to 1 student to teacher ratio. Every effort will be made to maintain teacher consistency for our students. Session assignment of teachers for students enrolled as 3:1 may, at times, vary depending on staff availability and the specific teaching needs of the individual student.

Program Withdrawal / Refund Policy:

A 30-day/4-week written notice is required for all withdrawals (Withdrawal Forms are available on request or can be found on line via the link provided). The withdrawal period is only active during weeks that Core is open – weeks of closure will not count towards the withdrawal period. Any prepaid tuition remaining at the end of the 30-day termination period will be refunded within a 60-day period following the final day of attendance. If extended payment options (Quarterly or Semi-Annual) are in effect, classes attended prior to the withdrawal date will be adjusted to the applicable monthly rate. In situations in which the current payment does not include the withdrawal period, the final 4-week payment will be automatically charged to the debit/credit card on file at the applicable monthly rate. Four consecutive "unexcused absences" will be considered as a program withdrawal and charges will be applied to these missed sessions in the same manner as if a 30-day/4-week notice was submitted. This policy does not apply during the first 30-days of enrollment.

Tuition Freezes (Approved Extended Absence):

Tuition may be frozen during extended absences for a minimum term of 3 weeks and a maximum of 10 weeks, without penalty. In order to freeze a student's tuition, all of the following criteria must be met: 1) a minimum of one full month (4 weeks) of tuition shall be pre-paid at your current tuition rate. 2) Notice of the student's extended absence must be received in writing, no less than three (3) weeks prior to the first date missed. During the freeze period, a student's schedule, tuition pricing, and enrollment status shall remain intact.

The written notice should include the following information: 1) Student(s) name(s), 2) First and last date of the extended absence, and 3) Day/Date of recommencement.

In the event that a student does not return after the 2.5-month (maximum) extended absence, a 30-Day/4-Week Program Withdrawal shall be automatically initiated – prepaid tuition will be applied during this period. Tuition Freeze prepayments are not refundable.

Invoicing:

Invoices will be sent on the first day of the billing cycle* via e-mail only (from invoice@harmoniccore.com). Please assure that you have provided us with a valid e-mail address for this correspondence. Electronic Invoices, Statements, and/or Payment Receipts will only be provided upon parent/guardian request. Automatic payments, if applicable, will be drafted from your account on the invoice date, which is the first date of the billing cycle*. Credit/Debit card payments will appear on your statement as "Core Learning Center."

Tuition Payment:

Payment is due on the first day of the billing cycle* in which tuition is due. Automatic debit for quarterly and semi-annual tuition is optional. Tuition payments will NOT be prorated in the event of missed classes due to absence of the customer. All payments are due within the 4 week original billing cycle. Billing cycles will NOT be changed due to missed classes. Please see CORE LEARNING CENTER SCHEDULE for the predetermined yearly center closings.

A late fee of \$20 or 3%, whichever is greater, will be charged for payments made 10 days or more after the original invoice date.

***Billing Cycle:**

The billing cycle is a predetermined series of 4-week segments which are intended to normalize the irregularities in the modern Gregorian calendar. Our center shall be in operation for 12 billing cycles per year (48 weeks). "Month" is defined as a series of 4 contiguous weeks, "Quarter" is defined as a series of 12 contiguous weeks, and "Semi-Annual" is defined as a series of 24 contiguous weeks.

****Enrollment and Re-Enrollment Fee**

As of September 1, 2015, we charge a 1 subject 1 month Enrollment Fee for all newly enrolled students. If a student takes an extended absence (Freeze or Drop) in excess of three months (12 consecutive weeks), we will charge a "Re-enrollment Fee" of \$25 at the time enrollment is resumed. Upon 30 days notice of withdrawal from the center, this fee will be returned to the customer.

*****Notice of Single Subject Withdrawal**

A two week notice is required for students to drop a single subject while continuing enrollment in the second subject. Policies cited above under "Program Withdrawal" do not apply to a single subject withdrawal. This policy does not apply to a change of subjects.

We appreciate your business and your trust in allowing us to provide critical supplemental education for your child. A copy of the Enrollment Policies are available on request.

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