



Enrichment at Home Terms and Conditions

Program Policies

- Enrichment at Home is only available to students that do not live in a zip code serviced by an A Grade Ahead Enrichment Academy.
 - In certain situations, we may require proof of residency. This can be in the form of a utility bill or something similar.
- A Grade Ahead will not ship to a business address.
- Students who are already enrolled in the Enrichment at Home program are grandfathered into the program after moving near an academy or if an academy opens in their area.
 - If a student exceeds the registration policy, they are no longer permitted in the Enrichment at Home program.
 - Other children that reside in the household cannot be added.
- Families that have been out of the Enrichment at Home program for six months or longer must fill out a new registration form to start again.
- All account changes impacting an auto pay charge are due by the seventh of the month for the upcoming month. Any additional changes can be made until the tenth of the month for the upcoming month.
 - Changes include: an address change, curriculum change, break, cancellation, change of payment duration, etc.
 - If an automatic payment is scheduled that month on the tenth, breaks and cancellations made after the seventh will not take effect the next month; they will take effect the subsequent month.
- Cancellation can be requested via phone, email, chat, or through the Parent Portal.
- A Grade Ahead cannot control delays in delivery or the condition of packages once they have been shipped. If the package does not arrive within seven business days of being shipped, we will promptly send out another one (unless it is due to an address change). Packages are generally shipped around the 26th of each month.
- Missing or incorrect material should be brought to A Grade Ahead's attention within 30 days of its shipping date. Otherwise, an additional cost to send a replacement may apply.
- Our primary form of communication is email. Please add the @agradeahead.com domain to your list of accepted senders.

Fees

- The registration fee is \$25 per family and is non-refundable.
 - The registration fee is due again if an account is inactive for more than three months in an A Grade Ahead school year (June - May), or is inactive for more than three months consecutively.
- Automatic payment is a requirement of the program *Please see Auto Pay Terms and Conditions.
- Tuition is \$55 per month. A multiple subject discount may be available for families ordering multiple subjects.
- An additional \$4 shipping fee is charged monthly per subject for all material that is shipped.
 - For families that live in Canada, shipping fees are \$5 for all blended material and \$8 for all traditional material.
 - All subjects will be shipped individually. Any material that needs reshipped will have shipping fees applied.
- Fees are due by the tenth of each month for the upcoming month.
- A Six-Month Loyalty Discount Program is available. *Please see Six-Month Loyalty Discount Program
- If a refund is needed back to a credit card, a \$10 transaction fee will be deducted.
- Virtual classes are available for an additional \$70 per month. A multiple subject discount is available for families who order more than one subject.
 - The first subject is charged at the normal monthly rate (\$70). All remaining subjects are \$5 off.
- Only credit/debit cards payable with U.S. dollars are accepted. We accept Visa, MasterCard, Discover, and American Express.
- Only one credit card can be placed on file per account. If multiple students are on an account and on auto pay, the same card must be used for all students.
- A \$10 fee per subject, per student is charged for material that needs to be resent for any reason (i.e. misplaced, late change of address, exchange, etc.).
- Exchanges are \$10 per subject, per student, and are only honored if the material being exchanged is completely unused and undamaged. The exchange will be shipped when the original material is received or a tracking number is provided.
- Unused referral credits are forfeited if an account is canceled for six months or longer.



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Breaks

- A break of one month is allowed in each school year (June - May), per subject.
- In the event that more than one month of break is required, the student's account will be set to inactive, and is subject to our registration policy.

Blended Learning Program

- The Blended Learning Program is available for math students enrolled in second grade through Geometry and English students enrolled in second through eighth grade.
- Each student is registered to one account. This account may not be shared or used by any other student.
- The COPPA must be accepted upon logging in for the first time.
- Students' performance data will be collected for progress reporting and marketing initiatives. All personal data will be kept anonymous.
- Online activities cannot be changed after they are released. Please refer to Program Policies for the deadline to make changes.
- Upon cancellation, online access will be available for 60 days. Any incomplete assignments will be forfeited and are not available for refund.
- Online access is available during a break.
- Upon reactivation, previous content may be accessible; depending on how long the account was inactive.

Virtual Classes

- Class fees are payable for the whole month regardless of attendance. Refunds and prorating will not be given if a student misses class.
- We recommend that your child joins class at the time it is scheduled to begin to get the most benefit from our program. If they do join late, you should ensure that they do not cause disruption to the class. If there are no students in the virtual classroom 15 minutes after the scheduled start time of the class, it will be closed.
- Make-up classes are not guaranteed, but may be available in the same week as the missed class. Make-ups cannot be done in a different week.
- Study sessions are available for students to attend and ask additional questions about the material and their homework. This is based on teacher availability and is subject to change weekly. Must complete sign-up form for that week to register.
- If class is canceled due to severe weather conditions and/or power outages, a make-up class is not guaranteed.
- Classes will not be held for four separate weeks during each year. Material is not provided during these weeks. There will always be four weeks of material in every curriculum month.
- If a student does not attend class for more than one month, they will be removed from the schedule. They can be rescheduled into an open class one month before they return.
- *These terms are expressly agreed to once your student joins the virtual class.*

Six-Month Loyalty Discount Program

- Payments will automatically be deducted on the 10th of each month for the upcoming month, at A Grade Ahead's standard tuition rate. The discount will be applied in the sixth month.
- A discount of \$55 per family will be applied in the sixth month of your loyalty program enrollment.
- Enrollment in the Six-Month Loyalty Discount Program is automatically renewed for you.
- In the event of a break, the six-month term will restart from the month the student(s) return from break.
- In the event that an account is canceled prior to the discounted month, the discount will be forfeited.

A Grade Ahead's material is solely owned by A Grade Ahead. No one may copy and distribute the material without the consent of A Grade Ahead. Violators will be terminated from the program and legal action may be taken. We hold our customer service team to a high standard and expect the same from our customers. Unsatisfactory communication may result in termination from the program. These Terms and Conditions are subject to change at any time.

