



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 changes must be requested by the tenth of each month for the upcoming month. If the change affects an auto pay charge, it must be requested by the seventh.
 - 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, 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.
- Tuition is \$55 per month. A multiple subject discount may be available for families ordering multiple subjects.
- Fees are due by the tenth of each month for the upcoming month.
- After the initial registration payment, enrollment in auto pay is required. Auto pay can either be charged monthly or every six months, based on your selection. *Please see Auto Pay Terms and Conditions.
- When canceling six-month advance payments, refunds are made by deducting \$55 for each month of material that was sent to the student. (The final free month is forfeited if the six-month payment is not fulfilled.)
 - Six-month payments cannot be split between two students or two subjects, nor can they be transferred.
- Future cancellations of six-month auto pay charges can only be requested if the next charge is within 30 days.
- 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.
 - Classes can only be charged on a monthly basis.
- 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.



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Fees Continued

- 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.

Breaks

- A break of one month is allowed in each school year (June - May), per subject.
- If the subject has been paid for six months, the payment duration will be pushed out for one additional month to account for the break.

Blended Learning Program

- The Blended Learning Program is available for math students enrolled in second grade through Algebra 1 and English students enrolled in second through seventh 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 cancelation, online access will be available for 30 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.
- 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: summer break, Thanksgiving break, winter break, and spring break. Classes are not held during break weeks and material is not provided. There will always be four weeks of material for 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.*

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 at 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.

