



Enrichment at Home Terms and Conditions

Program Policies

- Enrichment at Home is only available to students who 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 takes a break for over three months, they are no longer permitted in the Enrichment at Home program.
 - Other children who reside in the household cannot be added.
- Families who 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 seventh of the month for the upcoming month.
 - Changes include: breaks, cancelations, change of address or credit card, student material etc.
 - Since the automatic payment is run on the tenth, breaks and cancelations made after the seventh will only take effect in the month after the upcoming month. Example: Changes requested on Aug 9th, will be in effect for October.
 - Changes 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. All notices about payments, breaks, and holidays will be sent via email.

Fees

- The registration fee is payable 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.
- Fees are charged on the tenth of each month for the upcoming month.
- If a refund is needed back to a credit card, a \$10 transaction fee will be deducted.
- Virtual classes are available for an additional monthly fee.
- 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, 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 three months or longer.



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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 for online Homework portal. 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.
- Online access is available during a break.
- Upon cancelation, online access will be available for 60 days after which access to the online Homework portal will be removed. No refunds for unfinished homework is provided.
- 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. No refunds or prorating is 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 are subject to change weekly. You must fill in a 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.
- A Grade Ahead will be closed (no class, no material) for four separate weeks throughout each school year (Jun - May).
- Each month consists of precisely four weeks of classes and homework.
- 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.

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.

Signature

Date