

# International Mansion

## Policies for All Programs

Dear Students and Families,

Welcome to International Mansion! Our students, families, and educational partners cherish us, not just for our programs, but for our unconventionally client-focused Policies and procedures. Because of the broad offerings our establishment provides some policies are written for our School and others for After-School Programs and Lessons. By signing this policy, the signing party does not have to come back and sign a separate policy for different programs they may participate in, as this policy covers all. For minors, this policy can be signed by parent/guardian or the educational partner representing a group of children. Thank you and we look forward to having you!

Best, Brando

**Make ups:** Private students are eligible for unlimited makeup lessons within an 8 week session, but only if provided 24 hours notice of a cancellation or before 9:30am on the same day if a weekday, or 8:00am if a weekend via text or email. If the lesson starts on or before 11:30am, we ask for 24 hour notice. Make ups cannot be applied as credits.

Not showing up to a lesson and lessons canceled on the same day during business hours cannot be rescheduled.

For semi-private and group classes, the same make up policy applies as long as the group participants or educational partners decide on an absence date, thereby canceling and scheduling a make up for the class for the group as a whole. Summer is the only session we allow proration. Please note that registering for at least 4 lessons in the Summer Session is the minimum amount of lessons to reserve a student's time slot for Fall.

Students participating in Pre-K through 8th Spanish Immersion at our school do not receive make ups for missed school days, as missed school work will be made up in the following weeks in a more intensive curriculum format. If an exceptional amount of time is missed, at our director's discretion, schoolwork may be made up before or after school. Despite our unlimited make up policy, we ask our students to please be courteous and cancel infrequently.

**Commitment:** The minimum commitment for any offerings is 8 weeks at a frequency of one hour per week, unless an exception has been attached to this contract stating otherwise- more commonly in the case of a custom intensive program. Every 8 weeks, the commitment period is automatically renewed on the "Registration Deadline". This date is 6 weeks into the 8 week session and is posted on our online calendar- it is the student, guardian, or educational partner's responsibility to keep track of it and inform us before the deadline if they do not plan to renew. Students cannot back out of an 8 week session once the registration deadline has passed. We reserve the right to cancel a student's lessons or participation in our programs at any time but rarely do so for difficult behavior or poor attendance. You may change your day, program or teacher at anytime during the session with 24 hour notice, but funds paid have to be used during the session that was paid for. We reserve the right to schedule a substitute teacher or change teachers when necessary. We do our best to offer consistency, is no guarantee that a teacher will have the same schedule and therefore the same availability at any given time. Students may change their subject of study, days, times, or teachers but must give 24 hour notice to the administration to make these changes. No refunds are given for any reason, no exceptions.

**Our Teachers and Staff:** Our Teachers and staff are highly trained professionals who have been rigorously screened before being accepted as teachers at our school. Physical contact with student will be used only when appropriate. Examples include High fives, helping finger placement on piano, adjustments for dance or karate etc. Students and families must agree to not have any outside contact with any teacher from our facilities during or after participating in lessons at LMS, regardless as to whether they are working on premises or not. Our teachers sign a non-compete agreement that keeps students exclusive to the school before and after participating in lessons at our school. This policy will be enforced to the fullest extent of the law.

**Media release:** By coming to our School, all students agree with the taking and use of any photos or video footage of students in

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advertisements and/or teaching videos/materials and social media.

**Pricing and discounts:** We believe our pricing is fair and affordable and will always strive to keep our school open to students of all economic backgrounds. International Mansion's founders started the International Foundation for Education and Innovation to do just that. Households and businesses interested in supporting our Foundation are welcome to make a tax-deductible donation toward our Foundation, which is used to pay the tuition of local children in need.

Discounts are applied if other household members are involved in lessons or if a student participates in multiple lessons. If a student comes as a referral and is named at the time of a new students' registration, both the incoming and referring family receive a \$25 credit.

By signing, participant, legal guardian, or educational partner agrees that our school will keep their credit card information on file and will charge automatically on the registration deadlines listed on our website or students may set up a custom payment plan with the administration. A common option is for payments to be set to a monthly charge, and cover four weeks of classes/lessons each charge, but that does not affect the minimum contracted period of one 8 week session. Some months have less weeks than others and any lessons that should have been charged that were not (for example a 5 week month) will be taken into account when a student decides to discontinue lessons and any balance will be paid at that time. Payment plans are independent but subject to our 8 week commitment periods. Late payments incur a \$20 fee and can lead to loss of a student's time slot. "Late" is considered to be after the Registration Deadline. Each automatic or manual charge has a \$5.00 credit card fee. Any materials will be charged to the card on file. Students can request to pause and not permanently stop their auto renewal and set re-enrollment for a later session.. Per commitment policies, once past the deadline, students cannot unenroll from the pre-registered date.

Please read our Policies carefully and be aware that in signing up and participating in our programs/classes, participant(s), legal guardian, or educational partner are waiving and releasing all claims for injuries a participant(s) and legal guardian, if applicable might sustain arising out of our program(s)/classes (including transportation services, when provided/walking to off site locations, and during any physical activity performed at location). As a participant in our program(s)/classes, the signing party must recognize and acknowledge that there are certain risks of physical injury and by signing, participant(s) and/or legal guardian agrees to assume the full risk of injuries, damages or loss which the student and guardian, if applicable, may sustain as a result of participating in any and all activities with or associated with such program(s)/classes. Participant(s) and legal guardian, if applicable, agree to waive and relinquish all claims the participant may have as a result of participating in the program(s)/classes) against our facilities and its officers, agents, servants and employees. The participant(s) and legal guardian, if applicable do hereby release and discharge our facilities and its administration team, agents, independent contractors and employees from any and all claims from injuries, damage or loss which participant may have or which may accrue to the participant(s) and legal guardian, if applicable, on account of their participation in the program(s)/classes. Participant(s) or legal guardian, if applicable, further agree to indemnify and hold harmless and defend our facilities and its officers, agents, servants and employees from any and all claims resulting from injuries, damages and losses sustained by me and arising out of, connected with, or in any way associated with the activities of the program(s)/classes. Participant(s) or legal guardian have read and fully understand the above policies and waiver release of all claims. Our policies/waiver MUST be signed by participant(s) or legal guardian in order to participate in any activity related to International Mansion, on or off site.

International Mansion, and its programs, reserves the right to change these terms and conditions and the up to date version of these policies and offers are listed on our website. By signing, participant(s) or legal guardian are agreeing to all above terms: