



## 2020-2021 Lydian Tutoring Policies and Fees

These policies apply to students enrolled at Lydian for academic tutoring services, course previews, test preparation, and/or skill-based enrichment or remediation not resulting in units or grades on the transcript. Please read all sections carefully. Your signature, which is required to confirm your enrollment, indicates that you have read and agree to the provisions of this agreement.

### Program Overview

- Tutoring services are offered primarily to middle and high school students who wish to supplement their educational programs in their primary schools of record.
- Each tutoring session is 55 minutes long, and instruction is delivered in a real-time, 1:1 format for the duration of the session. This is true for both in-person tutoring and remote instruction delivered through Lydian's Google Meet platform.
- In general, sessions are scheduled between the hours of 3:30 to 6:30pm, Monday through Friday. Students attend for a minimum of 2 sessions per week until reasonable notification is given to conclude tutoring services. The schedule remains consistent during this time, as mutually agreed upon by the parent and Lydian Academy before confirming the student's enrollment.
- At Lydian's sole discretion, instruction may be provided in-person on our physical campus OR online through Lydian's Google Meet platform. **NOTE: From August 18th through September 11, 2020, all Tutoring sessions will be offered remotely through the Google Meet Platform. At that time, Lydian will re-appraise its safety, sanitation, and health protocols in consultation with the County Office of Education and Department of Public Health to phase on campus tutoring back into Lydian's continuum of educational services. Families will be notified of these developments through "Lydian Announcements" on our Canvas platform as well as email.**
- Once on-campus tutoring resumes at Lydian, students will have the option of meeting with their instructors at their scheduled days/times in-person at Lydian's Menlo Park campus, OR students may choose to continue attending sessions in real-time online through the Google Meet platform. This choice will be an option for students for the duration of the 2020-21 school year.

- Although the school allocates its 8am to 3:30pm time slots for full-time Lydian middle and high school students, a limited number of daytime slots are reserved for students in the tutoring program. **NOTE: Students who sign up for these daytime sections agree to attend on a daily basis (i.e., 5 days/week), as opposed to the 2 session minimum per week required in the 3:30-6:30pm window.**

## Calendar Semesters

- Semester ONE: Aug 18 - Dec 18
- Semester TWO: Jan 5 - May 28

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- **LYDIAN TUTORING IS SCHEDULED ACCORDING TO THE LYDIAN INSTRUCTIONAL CALENDAR ON OUR WEBSITE.**
- **THE LYDIAN INSTRUCTIONAL CALENDAR MAY BE DIFFERENT THAN YOUR SCHOOL'S CALENDAR.**
- **YOU AGREE TO NOTE ANY DIFFERENCES AND PLAN ACCORDINGLY.**

## Scheduling Plans

### PLAN A: STANDARD TUTORING PLAN

- **Schedule:** Three sessions per week. May be scheduled as: 3 days/week, 1 session per day OR 2 days/week, 1.5 sessions per day.

### PLAN B: 2-SESSION TUTORING PLAN

- **Schedule:** Two sessions per week.

### PLAN C: ACCELERATED TUTORING PLAN

- **Schedule:** Four to Five sessions per week.

## Tutoring Rates and Fees

**Tutoring Instructional Rate:** \$105 per 55-minute session, regardless of whether or not your student is meeting with their instructor remotely or on campus.

**Scheduling Fee:** \$150. Due with your registration. We will refund this fee if we are full or otherwise unable to give you a tutoring schedule.

**One-Time Deposit:** ½ of your monthly payment amount, according to your Scheduling Plan.

- Required to confirm your enrollment.

[www.LydianAcademy.com](http://www.LydianAcademy.com)

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- Returned to you when you leave Lydian. If you have an outstanding balance on your last bill, your deposit will first be applied to your balance.

## Payment Terms

You will be asked to provide ACH, e-check, or credit card information when you register. This information will be stored securely and used for both initial and ongoing monthly payments. We regret, but we do not accept paper checks.

**Payment schedule:** We will first take a \$150 scheduling fee to process your registration. Shortly thereafter, we will contact you with a proposed schedule and enrollment agreement. Once approved by you, a subsequent payment will be required to confirm your enrollment. This amount includes payment for the month in which instruction starts (prorated if applicable), and a deposit of 50% of your monthly payment amount, according to your Scheduling Plan. Thereafter, monthly payments are charged at the beginning of each month automatically from the payment method on file (i.e., September's tutoring payment is charged on September 1st).

**Late payments:** If your e-check/credit card is declined (i.e., card has expired; insufficient funds) and we're not able to take payment, we will send you an invoice with a link for you to make the payment. Please click on "Pay Now," enter your bank/credit card information and make a payment. If we do not receive a payment within 24 hours, we will re-send the invoice with payment link a second time. You will have another 24 hours to make payment, after which you will be charged a late fee of \$50 / day until payment is received.

We reserve the right to discontinue service for delinquent accounts.

## Absences

We realize that from time to time students need to be absent. We offer up to 3 hours at no charge for absences per calendar semester. No-charge absences cannot be saved and combined to use in the following semester.

If you have used your 3 hours of absences in a semester, subsequent absences will be discounted, and billed at the reduced rate of \$75/hr.

Credits for no-fee or discounted sessions will be applied to the following month's invoice.

**You must complete the online Absence Form by 9:00 AM the day of your absence to receive your no-fee or discounted rate for absences. The Absence Form is found on our website.**

**We do not accept absence reports by phone or email.**

We reserve the right to discontinue services for excessive absences.

## Schedule Changes, Enrollment Cancellations, Withdrawals

We hire, provision teachers, and create schedules based on your commitment to regularly attend your tutoring sessions as outlined in the approved enrollment agreement. However, we do recognize that unforeseen circumstances sometimes warrant changes. To communicate your needs with our team, notification requirements are expressed in “school days” according to the Lydian Instructional Calendar, and Change requests must be received in writing.

Once your enrollment is confirmed, the following policies apply:

**Change Fee:** 50% of your monthly payment amount, according to your Scheduling Plan. This applies when changing your schedule, changing the start date of a confirmed enrollment, cancelling a confirmed enrollment, or withdrawing from Lydian.

- We always do our best, but due to scheduling complexities, we cannot guarantee to meet all change requests.
- Change Fee is waived if notification is received at least 10 school days in advance of the requested change.
- If you choose to withdraw early because we cannot accommodate your change request, the Change Fee will apply.
- During the ten-day notification window, which is the ten school days including and following the date of notification, you may not use discounted or no-fee absences. Your teacher will be at the sessions as scheduled, and you will be billed at the full tutoring rate for sessions that were previously scheduled during the ten-day notification window.
- In the rare event that the teacher selection is not a fit, we will make the teacher change as soon as possible, and waive the Change Fee.
- The Scheduling Fee is not refundable.

## Unforeseen School Closures

In the event of unforeseen school closures due to natural disasters, health outbreaks, shelter-in-place directives and other unscheduled ordinances, Lydian will follow the recommendations of the San Mateo County Office of Education and Department of Public Health. If your child is receiving tutoring services on campus and school closure becomes necessary, sessions will transition to our real-time, online format utilizing the Google Meet platform so that students can continue to meet with their teachers remotely and make progress in their sessions during the closure. No billing adjustments will be made.

# Teacher Absences and Substitutes

Our teachers need to be absent from time to time for illness and other unforeseen circumstances. On your Registration Form, you will be asked to indicate your preference for substitute teachers as follows:

- Assign a substitute to keep the tutoring moving forward.
- No substitutes.

No billing adjustments will be made for families who decline substitutes.

## Supervision

Lydian is an open campus. Students are not supervised when class is not in session, and students are responsible for their own conduct and decisions. If you wish to restrict your student from leaving campus, accepting rides from other students or if you wish to impose any other restrictions, such arrangements must be made by and between you and your student. Lydian accepts no responsibility for your student's adherence with respect to any such restrictions.

## Code of Conduct

Every member of the Lydian community must be committed to maintaining a warm, safe, and engaging school environment. Students, teachers, and staff are expected to behave in a mutually respectful manner. If you or your child experience anything other than mutual respect, including but not limited to bullying, harassment, or discrimination of any kind, it is your responsibility to contact the Principal immediately. Your reports, student reports, or behaviors we observe that violate our Code of Conduct will be investigated with depth, seriousness, and haste to achieve a timely resolution.

Lydian Academy is a drug and alcohol free campus with a zero tolerance policy.

If your child violates the Lydian Code of Conduct, s/he may be put on leave or asked to withdraw from Lydian, at Lydian's sole discretion. If your child is put on leave of any duration, your billing obligations will continue during the leave. If you are asked to withdraw your child from enrollment at Lydian, the Change Fee will apply, unless otherwise determined by Lydian in its sole discretion based on your child's actions or conduct.

## Student Relationships - California Law AB 500

Lydian Academy is committed to ensuring a safe environment. This includes healthy boundaries and relationships between faculty-staff-students. Verbal, physical or other sexual expressions between

faculty/staff and students are prohibited. School employees have an obligation to report to the Principal any behavior they deem inappropriate between any adult employee and any student.

We have included a separate document entitled “Student Relationships California Law AB 500” in the enrollment documents file on the website. Your signature below indicates that you are aware of and have read the “Student Relationships California Law AB 500” document.

## Updates and Changes to Enrollment Policies

Any changes to these policies will be communicated to you electronically, and become effective immediately.

## Legal parent/guardian

By signing below, I/we represent and warrant to Lydian Academy that I/we is/are the parent, custodian or legal guardian of the student listed below, and that I/we are authorized to make educational decisions on his/her behalf.

## Enrollment Policies Acknowledgment

I have reviewed, understand, and agree to the Lydian Academy Tutoring Policies and Fees.

**Name of financially responsible parent (please print):** \_\_\_\_\_

**Signature of financially responsible parent:** \_\_\_\_\_

**Student name (please print):** \_\_\_\_\_

**Date:** \_\_\_\_\_