



WELCOME TO HOMEROOM!

We are excited to welcome you and your child to our learning center.

At HomeRoom we believe every child has the opportunity to reach their full potential with the right support and resources. We are committed to providing world class learning programs that give students the knowledge, tools and confidence for lifelong success.

Our learning programs are delivered in an inspiring environment by passionate tutors for student's pre-K to grade 12. We endeavor to match students with the right tutor and/or class that meets their unique learning style.

Our educational programs include:

prepRoom™ Early Learners Program - small group inquiry-based learning that introduces early literacy, numeracy, basic printing and classroom skills as they prepare to enter Kindergarten.

readyRoom™ Lindamood-Bell Programs - research validated, multi-sensory instruction for language-based learning differences in reading, comprehension and math.

studyRoom™ Homework Center + Subject Area Tutoring for students who are seeking individual support and tutoring with their schoolwork and executive functioning skills.

workShop™ Enrichment Courses – Specialized Courses Focused on Leadership, Building + Creativity.

Parent Advocacy Seminars – Sharing of best practices by educational professionals to guide you in your child's learning journey.

HOMEROOM LEARNING CENTERS INC. (HomeRoom) PARENT AND STUDENT AGREEMENT

Dear Parents and Guardians,

Please take the time to review the HomeRoom Parent and Student Agreement and ensure that you are familiar with all the policies of our learning center. It is important that this agreement be understood by all parents and/or guardians of HomeRoom as well as students, prior to commencing any programs or tutoring services.

If you have any questions or concerns about the HomeRoom policies, please contact us by phone 604-925-1800 or by email at info@homeroominc.com to arrange to speak with our management team.

Once you have read the agreement please sign and date to indicate that you have read, understood and agreed to all the terms and conditions outlined.

First Day/Drop-Off

We are here to help make the transition to HomeRoom as easy as possible. Here are some suggestions to make your child feel secure at drop-off:

- Plan to stay in the center for a few minutes during the transition, as a new environment may cause some nervousness.
- Say “goodbye” to your child and remind them that you will be back shortly.
- Our tutors are trained to welcome and comfort your child into the group or center. We will work to redirect your child’s attention to something fun and interesting. If after 15 minutes, your child continues to be upset and/or in distress, we will call you to return to the center and pick up your child.

Tutoring Re-scheduling

Please note - as we have reserved the tutoring time slot for your child in our schedule, we cannot reimburse for missed sessions. If your child is unable to attend due to illness, we will use best efforts to contact the tutor and reschedule the lesson based on their availability. Limited to max two sessions per 3-month term. If there is a vacation planned during your term, please give HomeRoom 2 weeks-notice and we will reschedule your sessions based on availability.

Cancellation of Parent Support + Advocacy Sessions

Please note that we require 48 hours’ notice to cancel or re-schedule your Parent Support and Advocacy appointment. Cancellations or ‘no-shows’ with less than 48 hours’ notice will be charged the full consultation fee for the time booked. If you are available but unable to make it to the center for your scheduled appointment, we can arrange for your consultation to take place by phone instead.

Late Policies

Please be respectful of your scheduled time slot and ensure your child arrives on time. If your child is late, it is expected that they will finish and be picked up on time. We do not want to compromise the lesson time of the next student. As we have limited lobby space, there is no area where your child can wait for extended periods of time.

Payment

Payment will be required to complete registration and hold your child's spot in a program or course.

All **prepRoom™**, **readyRoom™** and **studyRoom™** programs will require a deposit equal to the total of your first full month. This deposit will be applied to your first month's invoice on the first of the month. The balance of the term(s) will be billed monthly on the first of each month. Accepted forms of payment are Pre-Authorized Debit or Pre-Authorized Credit Card. **All workShop™** enrichment courses and summer programs will be paid in full at the time of registration. Accepted forms of payment are Debit or Credit Card.

Commitment

Once registration and payment have been completed, you will be considered fully committed to the HomeRoom program term and/or summer program you selected. Tutoring for the term and/or summer programs, cannot be cancelled until the term is completed. In the event of illness, please refer to our cancellation policy.

Schedule Changes

If you need to change your regularly scheduled tutoring time, please let us know as soon as possible and we will attempt to accommodate your request with a new time that works in your child's schedule.

Authorization for Pick Up

For children ages 4-10 at the beginning of each term, please indicate who can and cannot pick up your child. We will *not* release your child to a person who is not on the authorized list. Please provide list of who is authorized to pick up your child. **Note:** *please see separate detailed authorization form if special pick up instructions are required.*

1. _____
2. _____
3. _____

Snacks

Please respect the fact that we have a "no nuts" policy at HomeRoom. Snacks are allowed to ensure your child has enough energy to concentrate during the program.

Respect for a Quiet Learning Environment and Other Students

In order to help us maintain a quiet and productive learning environment for our students, we would appreciate if you could:

- Use cell phones prior to entering the building and please set your phone to silent
 - Have discussions with other parents outside of the building
 - Email or call ahead to determine a time to discuss your child's learning progress
 - Please allow time for parking and be respectful of other student's learning time by dropping off and picking up your child on time
 - Our teachers and tutors will mentor the students to be responsible and not distract other students in the tutoring area – please reinforce this behaviour at home
 - When speaking to staff please use a quiet voice so students can concentrate
- We are in a beautiful location, take advantage of your free time by going for a walk, coffee or shopping. Enjoy time for yourself while your child is learning with us!

Drop Off, Building Access and Respect for our Neighbours

It is the parents responsibility to ensure that you child arrives and is picked up at HomeRoom unit 209 safely. Whenever possible, please access the building through the entry stairs located in the back lane and follow the signs to HomeRoom Unit 209. Students who are not respectful in common areas of the building (stairwell, elevators, hallway, bathroom, lobby etc.) will be given a warning and a review of appropriate behavior.

HomeRoom is located at Suite 209 – 1455 Bellevue Avenue West Vancouver, BC V7T 1C3
Phone: 604.925.1800 / Email info@homeroominc.com / www.homeroominc.com

Holidays and Hours of Operation - please review our calendar to confirm closure dates.

Monday – Thursday	10am – 7pm
Friday	10am – 6pm
Saturday	10am – 3pm

Closed Sundays, Statutory Holidays, School Holidays and School District Professional Development Days

**Please sign and date to acknowledge and accept the HOMEROOM LEARNING CENTERS INC.
(HomeRoom) PARENT AND STUDENT AGREEMENT**

Signature of Parent and/or Guardian

Date



Payor's Pre-Authorized Debit (PAD) Agreement

Client Information (please print clearly)		
Full Name:		
Mailing Address:		
City:	Province:	Postal Code:
Contact Number:		
Reference Information:		
These services are for: (please check one) Personal <input type="checkbox"/> Business use <input type="checkbox"/>		

Pre-Authorized Debit (PAD) Details
Amount of Payment:
Frequency:
Due Date:
Expiry Date:
Please attach a voided copy of your cheque with your account number micro encoded on the bottom

I authorize HomeRoom Education Inc., and the financial institution designated (or any other financial institution I/we may authorize at any time), to begin deductions as per my instructions for monthly regular recurring payments and/or one-time payments from time to time, for payment of all charges arising under my account at HomeRoom Education Inc.. Regular monthly payments for the full amount of services delivered will be debited to my/our account on the 1st day of each month.

This authority is to remain in effect until HomeRoom Education Inc. has received written notification from me of its change or termination. This notification must be received at least ten (10) business days before the next debit is scheduled at the address provided below. I may obtain a sample cancellation form, or more information on my right to cancel a PAD Agreement at my financial institution or by visiting www.payments.ca.

HomeRoom Education Inc. may not assign this authorization, whether directly or indirectly, by operation of law, change of control or otherwise, without providing at least ten (10) days prior written notice to me.

I have certain recourse rights if any debits do not comply with this agreement. For example, I have the right to receive reimbursement for any PAD that is not authorized or is not consistent with this PAD Agreement. To obtain a form for a Reimbursement Claim, or for more information on my recourse rights, I may contact my financial institution or visit www.payments.ca.

Authorized Signature(s):	Date:
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Payor's Pre-Authorized Visa (PAV) Agreement

Client Information (please print clearly)		
Full Name:		
Mailing Address:		
City:	Province:	Postal Code:
Contact Number:		
Reference Information:		
These services are for: (please check one) Personal <input type="checkbox"/> Business use <input type="checkbox"/>		

Pre-Authorized Visa (PAV) Details
Full Name (as shown on card):
Card Number:
CV Code (located on back of card):
Expiry Date:

I authorize HomeRoom Education Inc., and the financial institution designated (or any other financial institution I/we may authorize at any time), to begin deductions as per my instructions for monthly regular recurring payments and/or one-time payments from time to time, for payment of all charges arising under my account at HomeRoom Education Inc.. Regular monthly payments for the full amount of services delivered will be credited to my/our account on the 1st day of each month.

This authority is to remain in effect until HomeRoom Education Inc. has received written notification from me of its change or termination. This notification must be received at least ten (10) business days before the next credit is scheduled at the address provided below. I may obtain a sample cancellation form, or more information on my right to cancel a PAV Agreement at my financial institution or by visiting www.payments.ca.

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I have certain recourse rights if any debits do not comply with this agreement. For example, I have the right to receive reimbursement for any PAV that is not authorized or is not consistent with this PAV Agreement. To obtain a form for a Reimbursement Claim, or for more information on my recourse rights, I may contact my financial institution or visit www.payments.ca.

Authorized Signature(s):	Date:
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