

Mathnasium Center Policies

Attendance and Scheduling – Please note that attending all of your scheduled sessions over a long period of time is critical to the success of your child and necessary to make continued progress through their individualized programs.

- You may not exceed the number of sessions provided for in the program selected.
- No credit or refund is provided for lack of attendance (e.g. same as a gym membership).
- Unused or missed paid sessions do not carry forward to the next month (e.g. same as a gym membership).
- For the Infinity Membership, only one one-hour session is permitted each day that the center is open in a month. More than one one-hour session per day is not permitted. No makeup or carry-over sessions are permitted for missed days in the Infinity membership.
- Punctuality is important. Students will only receive instruction during their scheduled time slot. We will not extend session time for being tardy (e.g. If a student is 15 minutes late, the session will be shortened by 15 minutes and end at their scheduled end time). We schedule our Instructors based on when our students are scheduled to arrive and depart. If your child shows up too early for a scheduled session, he/she will most likely be asked to wait until the scheduled start time. Showing up too early or too late throws off our Instructor scheduling and could impact the learning experience of other students and your child.
- Please schedule your sessions at least 48 hours in advance to allow us to schedule the appropriate number of Instructors.
- Sessions must be cancelled a minimum of 24 hours in advance. Any sessions unattended or missed without cancellation a minimum of 24 hours in advance will count towards the sessions allotted during that month. The online scheduling tool Appointment-Plus is to be used to schedule/cancel lessons. Sessions should be scheduled as far in advance as possible to provide a better chance of getting your preferred time slot.
- Memberships cannot be divided and/or shared between siblings.
- Pre- and Post-Assessments count as sessions.
- These same policies apply to private tutoring sessions.

Homework / Test Preparation Help - As part of the Mathnasium Program, we will assist with homework and test/quiz preparation.

- We will spend up to 25 minutes of each session on homework and test/quiz preparation if we are requested to do so.
- Please note that Mathnasium is NOT a study hall. To get the best use of this time, students should attempt their homework PRIOR to their session so that the Instructors can see their work and know the challenges facing that student and how to best assist with their homework.
- Mathnasium does not do a complete check of every homework problem. We will review some questions to check for understanding. The accuracy of each problem is your child's responsibility and is part of the learning process.

The Mathnasium 'Power Workouts' Hour

- The 'Power Workouts' students follow the 'Mathnasium Power Workout Hour' schedule.
- Each 'Power Workout' is one hour in length.

Instructors

- The Mathnasium center is staffed by carefully selected and trained Instructors. Your child will benefit by working with each of our Instructors. As such, we are unable to honor requests to work with a specific Instructor.

Center Hours of Operation

- For our daily hours of operation, please visit our website at www.mathnasium.com/elmhurst.
- The opening hours and days of operation for the center may vary depending on the time of the year (e.g. summer hours), and Instructor training. This will be posted on our website.
- Days that the Center is closed for holidays are posted on our website. These are subject to change and we will do our best to provide prior notice.

Vacation / Sick Days

- Unpaid optional bonus sessions do not carry over for vacation or illness.
- The maximum number of days that can be carried over due to vacation or illness each month is two days (optional bonus sessions do not carry over). Any days carried over to the next month must be used in that month and cannot be carried over for another month.

Center Rules

- Students must be picked up promptly after their session. Late pick-ups can be very disruptive to the Center. Waiting students can become loud and antsy waiting to be picked up. A \$25 fee will be charged if a pattern occurs.
- Please do not leave un-enrolled siblings or friends at the center without adult supervision.
- Food and drinks (other than water) are NOT allowed in the Center. Outside snacks can be very distracting to the students and other students at the Center. We have some students that are allergic to certain foods. We also want to avoid messy accidents that are difficult to clean up or may destroy our property and equipment. *[Note: Only Instructors are permitted to have food and drink.]*
- Cell phone usage is NOT allowed in the Center. iPod & headset usage must be approved in advance by the Center Director and only when it has been proven that it assists in the work productivity of that particular student.
- Disruptive behavior makes it difficult for other students to do their work. Mathnasium reserves the right to ask a disruptive child to leave the Center. Parents will be called to pick up any disruptive students. Mathnasium also reserves the right to cancel your membership should disruptive behavior continue after repeated warnings.
 - Note on Center noise: We teach for understanding and also try to make learning a fun experience. Consequently, we expect a certain level of noise in the center. If it is too quiet, then little things can become a distraction. The ringing of the phone can be a distraction when it is super, super quiet! **Mathematics is a language and we teach it by talking about it. Paper is great for practice and recording progress, but real learning happens when the Instructor and students are talking about the concepts. If we can get the students to understand and be able to tell us what they are doing, then they REALLY understand it!** We know that looking from the outside in and hearing the noise can appear to be a distraction, but when your child is at the table and part of the process, it becomes very engaging and natural. When students hear themselves articulate a concept clearly, and the Instructor tells them "Perfect!" and high-fives them, their confidence skyrockets. That cannot happen in a super quiet room.
- If your child is sick, please show consideration to the other parents and children by waiting to return to your next Mathnasium session until your child has recovered. Students determined by Mathnasium staff to be sick will politely be asked to leave (parents will be called).

Payment Policy for the Monthly Membership

- Our monthly memberships require no lengthy contract to sign; membership is automatically billed to your credit card on the 1st of each month. **Our monthly memberships start on the 1st of each month and are set up on our convenient auto-renew payment system to occur on the 1st of each month. To cancel or change your monthly membership, please send us an email at least five (5) days prior to the 1st of the month so that we have enough time to stop the auto-renew. Our memberships are really that simple and easy.**
- Sign-ups may be prorated at the given term rate but "Month 1" will not begin until the following calendar month.
- Payment is monthly (1st day of the month) by credit card auto-payment or by check.
- Billing occurs monthly (1st day of the month) and consecutively, regardless of attendance, unless a 5-day written cancellation notice has been received.
- All memberships end on the last day of the month. No prorated refund for early termination.

- Students may only attend if your account is in good standing. No credit is provided for missed sessions due to unpaid monthly tuition.

Cancellation of Monthly Membership

- You may cancel “in writing” by emailing to elmhurst@mathnasium.com for any reason and pay only to the end of the month. We request at least a five (5) days written notice to give us time to process the cancellation.
- There is a \$25 fee for credit card refunds. This is to cover the credit card merchant costs associated with processing credit card charges and refunds and the time involved to process paperwork.

Returning Students (former students)

- For students that have been away for more than three (3) months during the school year and then return, there is a \$25 administrative fee per student to update each student binder.
- For students that have been away for more than three (3) months and then return, a new assessment is required to update the Student Binder with the appropriate learning material. The assessment fee of \$99 will be waived if the student signs up for at least one full month. Partial months do not count toward receiving the waived assessment fee.

Center Policies are subject to change without notice. We will communicate Center Policy changes on our website at www.mathnasium.com/elmhurst and our Mathnasium of Elmhurst Facebook page. We will provide additional copies (via email) of our Center Policies by request.