



## Policies & Procedures

### 1. Introduction

These Policies and Procedures outline the terms and conditions governing the tutoring services provided by Olive Branch Academy ("the Academy") to the Client. By registering a student for classes or continuing services with the Academy, the Client agrees to all terms stated herein.

### 2. Services

- **Teaching Method:** Tutoring sessions may be conducted in-person or online using platforms such as Zoom, Google Classroom, Kahoot or any other relevant software required for effective instruction. Lessons are aligned with curriculum standards and tailored to meet the individual needs of each student.
- **Materials and Resources:** The Academy provides all necessary learning materials, including worksheets, textbooks (as applicable) and supplementary resources. Additional materials may be issued at the Academy's discretion.
- **Homework & Learning Expectations:** Students may be assigned homework or practice activities to reinforce concepts taught during sessions. Parents/Guardians are responsible for ensuring these tasks are completed.
- **Progress Updates:** Periodic progress calls or updates may be conducted with the Client to discuss performance, strengths, challenges and any relevant matters. Communication may occur through any of the preferred channels listed in Section 3.
- **Client Requirements:**
  - **Online Sessions:** Clients must provide a compatible device, stable internet access and required applications.
  - **In-Person Sessions:** Clients will be informed of any necessary materials, rules or requirement for onsite classes.
- **Class Schedule Adjustments:** Class schedules may be adjusted at the Academy's discretion. Reasonable notice will be provided where possible.

### 3. Communication

- **Business Hours:** Olive Branch Academy's official business hours are Monday to Friday 10:00 am to 8:30 pm and Saturday 8:00 am to 4:00 pm which are subject to change.
- **Preferred Communication Channels:** Clients are encouraged to communicate with Olive Branch Academy via phone call, email or all forms of available social media during the official stipulated business hours.
- **Communication Etiquette:** All parties are expected to communicate respectfully. The Academy maintains a zero-tolerance policy for disrespectful, offensive or inappropriate language, behaviour or communication in any form.

### 4. Payment Policies

- **Billing Cycles:** Billing is done monthly in advance to secure the student's spot for the upcoming month.
- **Payment Methods:** Clients may pay via online bank transfer, direct bank deposit, debit/credit card (in person), credit card via the Academy's website or any other alternative method noted on the invoice.
- **Late Payment Policy:** Invoices are issued by the 19<sup>th</sup> of each month, with payment due by the date specified on the invoice. A \$200 late fee applies to payments received after the due date unless otherwise communicated.
- **Refund Policy:**
  - Payments are refundable within five (5) days of the date of payment, provided that the student has not attended any classes within that period.
  - Once a student attends any session or the 5-day period passes, payments become non-refundable for that month.



- Refunds are issued minus any bank or card processing fees charged by the payment provider.
- Approved refunds will be processed within 10 business days.
- Missed Class Policy: Student absences are not refundable. Make up sessions may be offered at the Academy's discretion and subject to tutor availability.

## 5. Termination of Services

- Notice to Discontinue (By Client)
  - A minimum of two (2) weeks' written notice is required if the Client wishes to discontinue classes.
  - Notice must be provided via email only.
  - Tuition for the current billing cycle remains due and payable regardless of when notice is given.
  - Failure to provide proper notice may result in billing for the upcoming month, as the student's space would have already been reserved.
  - Refunds are not issued for unused sessions after notice is given.
- Notice to Discontinue (By the Academy)
  - The Academy may terminate services immediately in cases of repeated policy breaches, non-payment, student misconduct or any behaviour deemed unsafe or disruptive, including behaviour that poses a risk to the physical safety of students or staff.
- Outstanding Payments: All outstanding balances must be settled upon termination of services.

## 6. Intellectual Property

- Ownership of Materials: All instructional materials, worksheets, lesson plans and digital content provided by the Academy remain its exclusive property.
- Permitted Use: Materials are strictly for the student's personal use during their enrolment. Reproduction, distribution or use outside this scope is prohibited without the Academy's written consent.

## 7. Privacy and Confidentiality

- Data Protection: Personal data shared with the Academy is stored securely. Online communication may be encrypted where applicable.
- Confidentiality: Both the Academy and the Client agree to keep all personal and academic information confidential unless consent for disclosure is provided.

## 8. Behaviour, Attendance & Classroom Etiquette

Olive Branch Academy is committed to providing a safe, respectful and supportive learning environment for all students. Students are expected to attend classes punctually, follow staff instructions and conduct themselves in a manner that does not compromise the physical or emotional safety of others. Any behaviour that is disruptive, destructive, aggressive or unsafe, including but not limited to physical aggression, unsafe play, intimidation or disregard for safety rules, will not be tolerated.

Where a student's behaviour poses a risk to themselves or others, Olive Branch Academy reserves the right to:

- Remove the student from a session;
- Impose a temporary suspension;
- Place conditions on continued attendance; or
- Terminate enrolment immediately where the Academy determines that it does not have the capacity to safely support the behaviour within its learning environment.



Such decisions are made in the interest of student safety and are not punitive in nature. Parents/Guardians will be informed promptly where action is required.

#### 9. Limitation of Liability & Medical Responsibility

Olive Branch Academy takes all reasonable steps to provide a safe learning environment. However, participation in group classes and in-person sessions involves inherent risks associated with interaction among students.

The Academy shall not be held liable for injuries sustained by a student as a result of the actions of another student, save and except where such injury arises from the Academy's proven negligence.

Parents/Guardians acknowledge and accept responsibility for any medical expenses incurred as a result of illness or injury sustained during sessions, whether on or off the Academy's premises.

By enrolling a student, the Client agrees to release and indemnify Olive Branch Academy, its staff and representatives from claims arising out of peer-to-peer incidents, to the extent permitted by law.

#### 10. Force Majeure

If either party is unable to fulfil obligations due to events beyond reasonable control, such as natural disasters, loss of electricity or internet outages, services may be temporarily suspended until conditions permit resumption.

#### 11. Dispute Resolution

In the event of a dispute between Olive Branch Academy and the Client, the Parties agree to enter into mediation in an attempt to resolve the dispute. Where mediation fails, resolution shall be by way of application to the Supreme Court of Judicature of the Republic of Trinidad and Tobago.

#### 12. Governing Law & Interpretation

- For the purposes of this document, "Client" means "the student and/or the parent and/or guardian responsible for the student".
- This document shall be governed and construed in accordance with the Laws of Trinidad and Tobago.
- If any provision of this document is declared illegal or unenforceable, the provision shall become null and void rendering the remainder of this document in full force and effect.

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