



Write on Q

## **Policies and Procedures**

1. Registration will be confirmed once Write on Q receives the following:
  - a. a registration form completed in full and signed by a parent
  - b. registration deposit and all post-dated payments for the academic year
  - c. a successful assessment and review of report card (for new students only)

Write on Q will send a confirmation email to the parent within five business days. Please contact us if you do not receive a confirmation email.
2. Write on Q is a full-year program; however, if a student wishes to withdraw:
  - a. Post-dated cheques for future tuition payments will be returned if a parent notifies Write on Q in writing two weeks prior to the next payment date. No partial refunds of processed payments.
  - b. The registration deposit and past payments will not be refunded.
3. Write On Q reserves the right to cancel a class due to insufficient enrollment. The deposit and fees will be refunded in full in the event the class is cancelled.
4. A \$25 fee will be charged for any returned cheques. A replacement payment must be issued within a week of notification otherwise the student will not be able to attend class.
5. It is the parents' responsibility to accompany their child to and from the campus. Write On Q is not responsible for students who arrive early or leave after the instruction of class.
6. If a student is unable to attend their regular class:
  - a. It is the responsibility of the student or parent to collect any handouts or homework. Write On Q will not email handouts.
  - b. Students are permitted up to two make-up classes per academic year if there is another class of the same level and if space is available. Make-up classes will be scheduled on a "first come" basis. Parents should contact the Director as soon as possible to arrange a make-up class.
7. Write on Q avoids cancelling classes. However, if an event such as a severe storm forces us to cancel a class, Write on Q will notify parents by email and/or post a message on our Facebook page. We will also make every effort to offer an alternate class or adjust subsequent lessons, so student learning is not impacted.
8. Write On Q stores personal information in a secure location, and only designated individuals have access to it.
9. Write On Q will not share or sell your personal information to any organization.