

Effective January 12, 2023

Neuhaus Education Center Policy & Service Addendum

In support of the mission to promote literacy Neuhaus Education Center (NEC) provides services to school districts, teachers, and the community. Please review the addendum for an understanding of our policies and procedures to support our services.

Pricing:

- Products and services are reviewed annually for cost adjustments.
- Quotes expire within thirty (90) days of issuance.
- Participants will be scheduled into available public classes, unless a client/district would prefer a contract class.

Contract Classes & Services:

- Contract classes & services are separate class(es) that must be purchased at a minimum of 40
- Participants, priced at a per participant rate.
- Not available for Specialist Preparation Programs.
- Class dates must be secured with a signed agreement for payment at least 17 business days in advance of class date.
- Class size maximums range from 40 to 60 participants, depending on the type of class.
- Distribution of materials to all participants prior to class is required.
- Participants must register within 10 business days of the class start date. For OD, the contact has until the day before they receive access to make changes.
- Neuhaus may recommend class and date adjustments that create an optimal experience for participants.

Purchase Orders:

- Purchase orders are a binding agreement for payment.
- If a purchase order does not have an expiration date, it will expire at the end of your fiscal year unless indicated by contract or is noted on the PO.
- Purchase orders should reflect the cost of services calculated for the total number of participants.

Registration:

- Registration for classes *must be received 10 business days prior to the start date of the class*. This includes Purchase Orders.
- For Specialist Preparation Programs (Basic, Advanced, and OCPDS) registration must be received 20 business days prior to the start date. All pre-requisites must also be met 20 business days prior to the start date.
- On-demand participant enrollments are non-transferable once participants are registered.

Attendance, Check-in, & Course Completion Policy:

- Attendance on all days is required to receive credit. Day 1 of multiple day classes must be attended to continue in the course.
- Tuition is non-refundable and non-transferable for no-shows.

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- In the virtual setting, a camera must be on and participation in lectures and breakout sessions is required.
- All practicums, videos, and homework, if applicable, must be completed.
- Certificates are distributed upon completion of the last day of class.
- Options are available for missed sessions and are based on extenuating circumstances only, such as illness or family emergencies. This will be determined on a case by cases basis.
- Only registered participants are eligible to attend classes.
- All participants must sign in using the QR code or link provided by instructors at the beginning of each class.
- All participants enrolled in a multi-day class must attend the first day of the class to be eligible to attend on subsequent days.

Cancellations & Rescheduling for Self-Paying Individuals:

- Participants have the option to reschedule their class in the portal once ten (10) business days' notice prior to class start date.
- For participants of Specialist Preparation Programs (Basic, Advanced, and OCPDS), fifteen (15) business day notice prior to the class start date must be provided in writing to reschedule.
- After the cancellation period, tuition is non-refundable and non-transferable.

Cancellation & Rescheduling of Contract Services:

- Cancelled contract services require a minimum of 30 business days written notice prior to the start date of the class.
- If more than 30 business days written notice is provided by the customer, the class may be rescheduled **once**.

Cancellation of Class by Neuhaus:

Classes are sometimes cancelled due to low enrolment. Participants will be offered a future class date or a transfer to an on-demand class, if applicable.

Return of Materials:

Self-Paying Individuals:

- No return honored if shrink wrap seal is broken.
- Customers must return at their expense. NEC recommends tracking packages.
- All returns must be postmarked within 30 days of receipt (of the shipment date) in the original shipping package.
- Returns should be sent to Neuhaus Education Center, 4433 Bissonnet, Bellaire, TX 77401
- Expect a refund within 30 days, minus a 20% restocking fee.

Contracts with organizations (i.e., schools, districts, state departments)

- All material sales final.
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Accommodation may be made for natural disasters and on a case-by-case basis.