

Policy & Service Addendum

In support of the mission to promote literacy, Neuhaus Education Center provides services to school districts, teachers, and the community. Please review the addendum to understand our policies and procedures to support our services.

Pricing

- Products and services are reviewed annually for cost adjustments.
- Quotes expire within thirty (30) 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 (Basic Language Skills, Basic Language Skills -Advanced, and Online Certification Program for Dyslexia Specialists)
- Class dates must be secured with a signed agreement for payment.
- 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.
- Registration must be submitted no later than 10 business days prior to the start date of class. **Changes or additions to participants may not be made after this date.**
- Neuhaus may recommend class and date adjustments that create an optimal experience for participants.

Purchase Orders

- Purchase orders should include an expiration date and are a binding agreement for payment.
- The total amount of a purchase order or contract will be invoiced by Neuhaus.
- If a purchase order does not have an expiration date, it will expire the earlier of the agreed to purchase order period or twelve (12) months.
- Purchase orders should reflect the cost of services calculated for the total number of participants.

Registration & Payment

- Registration and payment (check, purchase orders, credit card) 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 and payment must be received 20 business days prior to the start date. **All prerequisites must also be met 20 business days prior to the start date.**

Policy for Students, Schools, Districts Receiving Grant Support from Neuhaus:

- If a registrant is a no-show for a class:
 - the teacher will not be eligible to receive future grant support.
 - and materials are covered with grant support; we expect materials to be returned unopened at the grant recipient's expense.
- School leadership will be notified of no-shows and any requests for cancellation.

Attendance & 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 and materials are non-refundable and non-transferable for no-shows.
- In the virtual setting, a camera must be on with the participant visible and participating in lectures, and breakout sessions are required.
- All practicums and homework, if applicable, must be completed.
- Certificates are distributed to participants within 3-5 business days after the last day of class via email.
- 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-case basis.
- On-demand participant enrollments are non-transferable once participants are registered.

Cancellations & Rescheduling for Self-Paying Individuals

- Ten (10) business days' notice prior to class start date must be provided in writing to reschedule to registrar@neuhaus.org.
- For Specialist Preparation Programs (Basic, Advanced, and OCPDS) participants, fifteen (15) business days' 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 Classes & Services

- Canceled contract services require a minimum of 30 business days' written notice prior to the start date of the class. **When 30 or less business days' notice is provided, full payment of canceled contract service is required.**
- If the customer provides more than 30 business days written notice, the service may be rescheduled once.

Cancellation of Public Classes by Neuhaus

Classes are sometimes canceled due to low enrollment. If applicable, participants will be offered a future class date or a transfer to an on-demand class.

Check-In Policies

- 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.

Return of Materials

Self-Paying Individuals:

- Please call us at 713-664-7676 to begin the return process.
- **All** class materials must be returned.
- No return is honored if the shrink wrap seal is broken.
- Customers must return at their expense. Neuhaus recommends tracking packages.
- All returns must be postmarked within 30 business 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 business days, minus a 20% restocking fee.

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

- All material sales are final.

Accommodations may be made for natural disasters on a case-by-case basis.

- I acknowledge that I have read, understand, and accept the policy and service addendum provided by Neuhaus Education Center. A copy of the policy and service addendum has been provided.

Signature

Date

Name (print clearly)