

LitQuest Policy

REGISTRATION & ENROLLMENT QUALIFICATIONS

- To enroll students in a class at LitQuest Academy LLC, parents may complete the following action:

Online Registration: every term of LitQuest classes will allow online registration. After successfully purchasing your online course, you'll receive an instant receipt. Before the start of your term (one-to-three weeks), LitQuest will email you a "Welcome Package" that contains files to help prepare your students for their upcoming course.

Telephone Registration: every term of LitQuest classes will allow telephone registration. By calling 949-572-8379, families may request registration for classes. During the phone-call, our staff will collect information to register your students. At the end of the call, LitQuest will send a registration link to your email or smartphone to purchase the requested class(es) and complete the registration process.

CLASS COMPOSITION

As LitQuest transforms students into competent readers and writers, demand for Mrs. Moss increases. To accommodate this increase in demand, LitQuest reserves the right to arrange students' placement in classes (days, times, ratios, and/or grade levels) that, according to Mrs. Moss's expertise, will provide the most inclusive and productive learning environment for the students enrolled. Concerning VIP Groups, accommodations may still be applicable, but they must be made in accordance with the recommendation of Mrs. Moss. While we certainly welcome referrals from currently enrolled members, a referral may not guarantee class selection for an incoming family.

Finally, LitQuest is a law-abiding company and reserves the right to refuse service to any patron, at any time, for any reason; a refusal will result in either (a) no charge to the refused party, or (b) a full refund to any and all fees paid in the current (refused) term. LitQuest is a provider of privileged enrichment, serving supplemental literacy education to students striving for excellence.

Zoom Conduct*

With online learning serving as the primary conduit for LitQuest courses, we must pay proper attention to ensure students receive the most from each meeting. To ensure adequate understanding and benefit, we strongly recommend the following:

- **Mandatory Zoom Camera** during every meeting, students must keep their camera on, maintaining full visibility of face, shoulders, and elbows (by formal written *and* verbal request by a parent, a student may disengage their camera for certain portions of a class meeting)
- **Refusal to activate camera may result in immediate removal from the meeting; student will be placed in Waiting Room, and LitQuest staff will contact parents by phone**
- Students respond to instructor's questions and instructions
- Refrain from "spamming" the Zoom Chat Room (i.e., sending irrelevant or redundant messages)
- **DO NOT USE *emojis*** in the group the chat

* *Accommodations may be considered under instructor discretion.*

STUDENT REQUIREMENTS

For admittance, enrollment, and membership at LitQuest Academy, students must meet or exceed the following minimum requirements*:

- Students must fluently speak and comprehend the English language, reading and writing at their actual and targeted grade-level.
- Students attend the first day of class; failure to attend the first day without a seventy-two (72)-hour written notice may result in immediate removal from the class without notice and without refund.
- Students must document all lecture notes and homework assignments as instructed by Mrs. Moss.
- Students garnered a positive reputation in their community, with no disciplinary action from their current primary school.
- Students demonstrate a propensity to document, complete, and submit assigned tasks in full and on-time.
- Display a positive and studious attitude, responsive to instructor directions.
- Commit to and maintain a minimum of 80% Attendance.

Grounds For Removal and Denied Admittance

Students may become subject to immediate removal and subsequent denied membership from LitQuest Academy if they display the following inappropriate behaviors:

- Violence (*verbal, physical*) — **Immediate Removal**
- Use of inappropriate language, including, but not limited to: *curse words, derogatory language, vulgar language, antagonistic speech* *
- Bullying, including, but not limited to: *verbal or physical threats, posturing toward any student or staff, invading personal space of a student or staff, intolerant teasing* *
- Disruptive behavior (*any behavior that may inhibit the course of a given lecture or activity, including, but not limited to: jumping, shouting, throwing items, smartphone usage*)*
- Failure and/or refusal to participate in discussions, annotation, lectures, homework and/or classwork *
- Unauthorized recording of class lectures, LitQuest students, or LitQuest staff *
- Excessive absences (missing greater than 25% of a term)

*** The first instance of inappropriate behavior will result in a verbal and/or written warning from the instructor. The second instance will warrant parental notification--verbal and/or written. Upon the third instance of inappropriate behavior, student becomes subject to expulsion without any refund(s).**

Attendance

LitQuest students must attend, at minimum, 80% of a term. Classes begin at the exact time stated on the schedule of any term. Students failing to arrive by the end of the first hour of class will be marked as absent.

If a student is absent six (6) hours or more of either a Fall or Quarter-Four-Winter term, or if they miss eight (8) hours or more during a Quarter-One-Winter or Spring term, they will not receive a recommendation for specialized classes, and LitQuest may recommend they resign from the current session until their schedule supports their commitment.

Accommodations for Absences (Applies After Week One)

1. With LitQuest's new online policy component, students will no longer miss out due to scheduling difficulties. For any allowed absence occurring in an online term, LitQuest will send a recording of the full class (when applicable), including all activities, lecture, and homework instructions.
2. Members will receive recording for any missed day, and LitQuest will not require members to provide notification of an absence to receive recordings.

HOMEWORK

- Students MUST document all homework assignments and instructions as provided by Mrs. Moss.
 - Students will receive homework assignments at the end of each class meeting via email (by default, parental email), due the following meeting.
 - If students choose to complete homework electronically, completed assignments must be sent to their instructor one day prior to their next class meeting.
 - **When sending homework through email, consider the following guidelines:**
- **Google Drive Sharing:** When sharing through Google, grant editing permission to recipient's email
 - **Attachments:** students may send attachments in the following formats: *.doc, .docx, .pdf, jpeg, png*

PAYMENT

Payment Methods

LitQuest accepts the following forms of *payment:

1. **Credit Card:** LitQuest accepts all major credits cards.

Refunds

- **3 Day Refund:** applying immediately upon purchase of a course, members will remain eligible for a refund for seventy-two (72) hours. This portion of the policy will also apply to members who purchase their class less than forty-five (45) days before the beginning of their targeted term.
- **Reservation Refund (Full Refund):** for members who reserve a course in a scheduled term, LitQuest will honor the request for a full refund that arrives no less than forty-five (45) days prior to the beginning of the scheduled term.
- **Partial Refund:** for members who purchase a course in a scheduled term and request a refund less than forty-five (45) days but no less than thirty (30) days prior to the beginning of their scheduled term, LitQuest will withhold a Deposit Fee of \$160.00 and refund the remaining tuition.
- **Cancelled Course Refund :** If LitQuest removes a class, LitQuest will offer a new class option or private tutoring sessions in place of the prior class. If the member accepts either option, the transfer will complete and tuition will remain non-refundable; if this offer is refused, or if LitQuest fails to offer a comparable option, LitQuest will refund the full tuition.

AVAILABLE DISCOUNTS

10%-15% Bundle Discounts (activates immediately at checkout)

- **Double Class Discount, 10%:** families who checkout with two classes in their cart will receive a discount of ten percent on their total tuition. Entering the code, *DBLX2*, will activate the discount at the time of checkout.
- **Triple Class Discount, 15%:** families who checkout with three classes in their cart will receive a discount of fifteen percent on their total tuition. Entering the code, *TRPX3*, will activate the discount at the time of checkout.

Exclusive Member Discounts

- **Referral Discounts:** When registering online, incoming members may mention, by name, a referring member in the *Referring Member* space beneath the *How Did You Hear About LitQuest* section of the "Join LitQuest's Member List" form or on any of the *REGISTRATION* forms. Referral discounts are limited to term, applying to one term. There are three tiers to the Referral Discount. Each tier applies immediately and expires in one term. Members may continue to earn any Referral Discount of any tier by referring any students who would benefit from Mrs. Moss's instruction. For each tier, the referred family will also receive 5% of their tuition back in the form of a refund within 21 business days from their start date.

- **Tier One (1-3 referrals, 10%):** If a member refers between one and three students, the referring member qualifies for a referral discount. The referring member will receive 5% of their tuition back in the form of a refund within 21 days of the referred family's start date.

- **Tier Two (4-7 referrals, 15%):** If a member refers a total of four (4) or more students who enroll in a given session, the referring member will receive 15% of their tuition back in the form of a refund within 21 days of the referred family's start date.

- **Tier Three (8 referrals, 25%):** if a member refers eight (8) or more referred students-per-session enrolled, the referring member discount will receive 25% of their tuition back in the form of a refund within 21 days of the referred family's start date. At all levels, the referred family will also receive 5% of their tuition back in the form of a refund within 21 business days from their start date.

- **VIP Group Organizer Discount:** Group-Organizers may receive a discount of up to 15%, according to the size of the organized VIP Group created. If the organizer comprises a group of six (6) enrolled students, they will receive a 5% discount. If they have comprised a group of eight (8) enrolled students, the organizer earns a discount of 10%. A Group Organizer who enrolls a group of ten (10) students will receive a 25% discount. Group Organizer Discounts apply for the first session of a VIP Group, reducing by 5% for each successive term.

- **"Mrs. Moss Select" Discount:** Mrs. Moss reserves the right to place a 5% -- 20% discount on the tuition of any member, for any reason, at any time.