



Dear Parents,

Thank you so much for becoming a part of the E.nopi Learning Center Community! We are so excited to be able to start learning together! We have a few policies in place to help our center run as smoothly as possible so please take a moment to read over the following.

Class Duration:

Allotted class duration is 45 – 60 min/session. Kindly be punctual in picking-up your kids in order to promote better center flow.

Class Behavior:

Unruly students will be suspended from coming to class, but required to continue to do their assignments at home.

Class Routine:

All students do class work, corrections, drills, and puzzles and/or additional supplemental work. Each student gradually progresses to the next level once he or she successfully completed and fully understands the previous lesson.

Class Attendance:

- Students are required to attend 1 (or 2) classes per week, at their designated day & time.
- Classes will start on time so please be on time. Please pick up your child on time as new class will be starting
- Students will be assigned work for six days a week. They will do one day's work at the center and the rest at home (1 per day). Please bring back all the work assigned. We will then grade it and give back the work if any correction is needed.

Center Holidays:

The center will be closed during public holidays and there will be no class replacement. However, we will pack the homework in advance and pass them to the students to be completed at home. All closing days are listed in the Calendar provided upon enrollment.

Booklet Policy:

The cost of booklets is included in monthly tuition fees and will be assigned as follows:

- Math : 2 basic & 1 critical thinking math per week
- English : 1 main book & 1 workbook per week

Currently the established policy of our Institution allows us to issue more booklets (if requested) for an additional charge of \$2.00 each. This will be collectively decided on a case by case basis.



Referral Policy:

To show our appreciation for your referrals, **receive \$50 tuition credit for each new student referred (and registered) from April 1st through August 30, 2012.** Please note that \$50 credit will accrue after 3 consecutive months of the enrollment date. Please, don not hesitate to recommend the E.nopi program and miss this opportunity. Referral credit is applicable to active students only and will be applied towards the tuition credit.

On-Time Drop & Pickup Policy:

Please make sure to accompany your children into and out of the center. The E.nopi Instructor(s) may or may not be able to escort them out to meet you at the end of their class session on every occasion.

If every student keeps his appointment, everyone can receive E.nopi tutoring in the most effective manner, otherwise they may have to wait or their class session may be shortened. Therefore, we request that students' arrive on time. If you wish to reschedule the session time or date due to unavoidable circumstances please be sure to inform (and confirm with us in some cases) us by phone or email 24 hours in advance.

Please note that if you show up to class more than 15 minutes late we will end class at the appointed time.

Teacher : Student Ratio Policy:

Every E.nopi member has an allotted class time which enables us to deliver a higher quality of E.nopi education. That's why we keep the Teacher-Student Ratio to no more than 1:5.

Questions:

Please make sure to note any questions or comments in the booklet itself. If you have a major question that needs to be addressed during class, please put a sticky note on the sheet so we can locate the issue quickly and devote time to it during the class session.

Scheduling:

It is important that we maintain the proper teacher to student ratio for the E.nopi programs. Please attend E.nopi only on your schedule day(s) and at your scheduled time. If there is a need for a temporary schedule change or a planned absence, a 24 hour notice is required. Any permanent schedule change has to be submitted in writing to E.nopi Management using the Schedule Change Form which will be provided. All schedule changes must be approved.

Absences:

What you are paying for each month is the child's daily work to be customized to them. Class time is our opportunity to verify the effectiveness of our plan. We think of ourselves as a "guided study enrichment program".

- Absence from class still means that we will provide work to the child, but our plan will need some amendment.



- If your child does not attend class, you can call us and make the necessary arrangements to pick up the work within 24-36 hours of the missed class so that the child stays on track.
- There is no refund for missed class sessions. Please drop off any completed work at that time.
- Our worksheet order for the following month must be submitted by the 25th, and we must be notified by the 25th of any intent to discontinue or take a break for the following month. Failure to notify will result in a service fee equal to the amount of booklets ordered for the student (for students taking a temporary break).
- Extended absences are allowed up to 2 consecutive months. Parents must submit the Absences (please note that 30 day notice applies to consecutive absences). Please let us know if you are interested in continuing our program/homework assignments remotely during the absence.

Session Make-up:

We do our best to accommodate your schedule from week to week and we understand that there may occasionally be unexpected delays. However, if you fail to notify us of a delay or absence, you will no longer be eligible to make up the missed class.

- 1 make up class is allowed per each month. Make up classes have to be scheduled in advance.
- You may make up missed class within 4 weeks after the class has been missed. Please let us know that you would like to reschedule a class.
- Effective June 1, 2012 make-up classes will no longer be scheduled during the mini-camp/camp sessions.
- No credit will be given for the missed classes.
- If the student is going to miss a class, please pick up the homework so the student doesn't miss a week of homework. In addition, please submit any completed homework at your earliest convenience (preferably prior to the next class).

Homework:

Daily homework practice is part of the E.nopi philosophy. Doing work every day rather than finishing in a day or two will develop discipline, good study habits and focus. All work should have a starting time and ending time.

Parents are our eyes and ears at home, please let us know of work being too easy, hard, taking too long, or observe any reluctance, resistance etc.

Tuition Charges:

Tuition for the next month is due during the final week of the current month (or by the 1st of the calendar month). If paying by cash or check (or in person by credit) the tuition is considered late after the 5th of each month and a late fee of \$15 is automatically assessed. Sessions and homework may be denied until the payment is received. In addition, please note:

- We run our charges at the beginning of every month. Please let us know 30 days in advanced if you decide to change your child's program or stop your charges.



- Unless it is your first month with us, we do not pro-rate charges. Your monthly charge covers four CONSECUTIVE, weekly classes. If you do need to miss a class we will be happy to schedule a makeup at your convenience. Please refer to our makeup policy.
- Registration fee: We have a **1 time only** registration fee of \$75 dollars. This will pay for the materials your child will use while he/she is part of the E.nopi program.
- Please refer to our Enrollment Form for additional terms and conditions related to Tuition Charges and Terms.

Withdrawals:

A 30-day advance notification is required for "withdrawals" from the program. Parents must submit the Withdrawal Form. Failure to notify will result in a loss of deposit or charge equivalent to the last month's payment.

Renewals:

If your tuition plan is up for renewal, please let us know 15 days in advance of which plan you would like to be re-enrolled in. If no plan chosen, tuition will revert back to the monthly plan.

Off Days:

Please check our calendar for off days. Make up classes are not offered for time off. The time off is compensated by the months with 5 weeks.

Other:

Occasionally, we use pictures of our programs and activities to hang around our center or for marketing purposes. Please let us know if you would not like your child to be photographed, we understand completely!

Thank you so much for your time. If you have any questions or concerns about our policies please feel free to call or e-mail us at either (646)504-7741 or info@enopinyc.com.

All Our Best,
The West Village E.nopi Team

www.enopinyc.com

646.504.7741 (24/7 vmail)

212.929.0857 (center)