

Tutoring and Learning Lab Enrollment Agreement

Scope of instruction, the scheduled hour, cancellations, independent practice, progress measures, fees, and how enrollment ends

THE SCHEDULED HOUR IS RESERVED FOR ONE STUDENT FOR THE WHOLE TERM

The slot is staffed, planned, and held from September 7 to January 20 whether or not it is used. Section 2 sets out exactly what happens to the hour in every situation, including what is billed and what earns a makeup.

STUDENT Nolan A. Ferreira — grade 7, Ashford Bay Middle School	FAMILY CONTACTS Maya Ferreira (billing and portal) 555-0171 · Daniel Ferreira 555-0178
PROGRAM Tier B — Learning Lab pair, two 50-minute sessions per week	INSTRUCTORS Theresa Okonjo, primary · Ben Iverson, coverage and makeups
TERM Fall/Winter term — September 7, 2027 through January 20, 2028	SCHEDULED SLOTS Tuesdays 4:10–5:00 p.m. and Thursdays 5:10–6:00 p.m.
FOCUS AREAS AGREED AT INTAKE Integer operations, ratio and proportional reasoning, and short constructed written responses	SESSIONS SCHEDULED THIS TERM 34 sessions at \$58.00 each

1. WHAT THIS AGREEMENT BUYS, AND WHAT IT DOES NOT	
Included in the term fee: • 34 scheduled 50-minute sessions with a named instructor who plans for this student • A written session note in the portal within 24 hours of every session • An assigned independent-practice set and the printed homework log for every week • Curriculum-based measurement on the schedule in Section 6, with three written progress reports • One 30-minute family conference per term, plus the reading guide that explains the report • Practice materials, probe packets, and one replacement folder	Not included, and not offered at any price: • Psychoeducational, cognitive, speech, occupational, or any other evaluation • Any statement that a student does or does not have a disability, a learning disorder, or an attention condition • Any opinion about eligibility for school services, an IEP, a 504 plan, or testing accommodations • Therapy, counselling, behavioural treatment, or advice about medication • Completing graded homework, take-home tests, lab reports, essays, or projects on the student's behalf • Attending a school meeting as the family's representative or advocate • Proctoring, test-day accommodations, or supervision of any school or state assessment
Harbor Lane Learning Lab is a private academic instruction business. It does not evaluate, diagnose, or identify any disability or learning disorder, does not determine eligibility for school services or accommodations, does not provide therapy or counselling, and does not represent families at school meetings. Nothing produced by this center is an educational evaluation, and no score in a Harbor Lane report decides anything a school or a clinician decides.	

2. WHAT HAPPENS TO THE HOUR IN EVERY SITUATION

SITUATION	WHAT HAPPENS TO THE SESSION	NOTICE REQUIRED	BILLING	MAKEUP
Family cancels with at least 24 hours' notice	Slot is released for that date only; the term slot is still held	Portal cancellation or a call to 555-0143	Not billed	One makeup credit, claimed within 14 days
Family cancels with less than 24 hours' notice	The hour is not resold; the instructor is already prepared and scheduled	Any notice, at any time	Billed at \$58.00	No makeup credit
Student does not arrive and no one calls	The instructor holds the room for the full 50 minutes	None given	Billed at \$58.00	No makeup credit
Student arrives late	The session ends at its scheduled minute so the next family starts on time	A courtesy call is appreciated	Billed at \$58.00	No extension and no partial credit
Student is sick on the day of the session	Treated as a late cancellation, except once per term	Call before 2:00 p.m. on the session day	First occurrence not billed; after that, \$58.00	One makeup credit for the first occurrence only
Instructor is unavailable	Ben Iverson covers the slot, or the session is rescheduled	The center calls the family as early as it can	Not billed if the session is not delivered	Rescheduled within 14 days at no charge
Published closure date	The date is already off the term calendar	Printed on the term calendar issued with this agreement	Not billed	No credit is generated because no session was scheduled
Unscheduled closure — weather, power, building	Posted to the portal and texted to the billing contact	As early as the center knows	Not billed	Rescheduled within 14 days at no charge
A sibling or friend comes instead of the enrolled student	The session does not run	Not permitted under any notice	Billed at \$58.00	No makeup credit; each student enrolls separately
Family asks to give the hour to another family	The slot cannot be transferred, sold, or gifted	Not permitted	Not applicable	Not applicable

The term calendar already removes six slots for center closures — November 23 and 25 for the holiday week, and December 21, 23, 28, and 30 for the winter closure. Those six dates are not scheduled, are not billed, and do not generate makeup credits.

3. CANCELLING, AND HOW MAKEUPS ACTUALLY WORK

1. Cancel in the family portal, or leave a voicemail on 555-0143. The voicemail timestamp is the notice time.
2. A text or an email to the instructor is not a cancellation. Instructors are teaching and do not read messages during session hours.
3. Makeup credits are claimed from the posted makeup bank: Fridays 3:30–6:30 p.m. and Saturdays 9:00 a.m.–12:30 p.m.
4. A credit must be claimed within 14 days of the missed date. Credits do not roll into the next term and are not refunded in cash.
5. Two makeup credits may be used per term. A third absence with notice releases the date but earns no credit.
6. A makeup may be delivered by the coverage instructor and may be one-to-one or paired, depending on who else is in the bank that day.
7. After two consecutive no-shows, the center writes to the billing contact; if there is no reply within 7 days, the term slot is released.

ATT	Attended, arrived on time
LATE	Attended, arrived after the scheduled start; the session still ended at its scheduled minute
EX	Cancelled by the family with at least 24 hours' notice — eligible for one makeup
LC	Cancelled by the family with less than 24 hours' notice — billed, not eligible for a makeup
NS	No-show: no contact by the scheduled start time — billed, not eligible for a makeup
INS	Cancelled by the instructor or the center — credited and rescheduled within 14 days
CLO	Published closure date — not scheduled and not billed
MU	Makeup session delivered from the posted makeup bank

Where these codes appear: Every session in the portal and in each progress report carries one of these codes. The attendance panel of the report counts them, so a disputed charge can always be traced to a dated code.

4. FEES

ITEM	AMOUNT	WHEN IT IS CHARGED	NOTES
Tier B session — Learning Lab pair, 50 minutes	\$58.00	Per scheduled session	34 sessions are scheduled this term
Tier A session — one-to-one, 50 minutes	\$72.00	Per scheduled session	Available by transfer request; see Section 8
Tier C session — small group of 3 to 4, 60 minutes	\$44.00	Per scheduled session	Not the enrolled tier
Registration	\$65.00	Once, on the first invoice	Not charged again for a continuous re-enrollment
Term materials	\$38.00	Once, on the first invoice	Practice folder, probe packets, and the printed homework log
Baseline assessment	\$45.00	Once, on the first invoice	Administered at session 1
Exit assessment	\$45.00	Once, on the final invoice	Administered at session 34
Makeup scheduled outside the posted makeup bank	\$20.00	Per occurrence	Only when staffing allows; never guaranteed
Returned payment	\$25.00	Per occurrence	Charged by the processor and passed through
Slot hold during an approved pause	\$58.00 per week	Per held week, maximum 3 weeks per term	Half of the weekly tuition; the slot is not released
Second enrolled sibling	10% off tuition	Applied to the lower-rate student	Fees other than tuition are not discounted

Tuition is invoiced on the first of each month for the sessions scheduled in that month, and autopay draws three business days later. A late cancellation or a no-show appears on the following month's invoice with the session date and the attendance code beside it.

5. THE TERM INVOICE SCHEDULE, IN FULL

INVOICE MONTH	SESSIONS SCHEDULED	TUITION	OTHER CHARGES	INVOICE TOTAL	WHAT IS IN THE OTHER CHARGES
September 2027	8	\$464.00	\$148.00	\$612.00	Registration \$65, materials \$38, baseline \$45
October 2027	8	\$464.00	—	\$464.00	Report 1 issued October 19
November 2027	7	\$406.00	—	\$406.00	Two closure dates, November 23 and 25
December 2027	5	\$290.00	—	\$290.00	Four closure dates, December 21, 23, 28, and 30
January 2028	6	\$348.00	\$45.00	\$393.00	Exit assessment \$45; term ends January 20
Term total	34	\$1,972.00	\$193.00	\$2,165.00	Assumes no late cancellations, no-shows, or surcharges

Any late cancellation, no-show, or out-of-bank makeup is added to the month after it occurs, so the totals above are the floor for the term rather than a cap.

6. INDEPENDENT PRACTICE AND THE HOMEWORK LOG

Practice is assigned at the end of every session for four days between sessions, 15 to 20 minutes a day. The log is one page in the practice folder, and the same entries go into the portal.

COLUMN ON THE LOG	WHAT GOES IN IT	WHO FILLS IT IN
Date	The day the practice was actually done	Student
Minutes	Actual minutes, not the target	Student
Task	The task code from the assignment slip, for example INT-14	Student
Stuck point	The first step where the student stopped being sure	Student
Finished without help	Yes, partly, or no	Student
Initial	Confirms the minutes, not the accuracy	Family

1. If the student is stuck for more than 10 minutes, stop. Write the stuck point in the log and leave the rest blank.
2. Do not correct the practice at home. Uncorrected errors are the most useful thing the student brings to the next session.
3. Do not substitute graded school homework for the assigned practice. Graded work belongs to the student's teacher, not to this center.
4. The first 10 minutes of every session start from the log, so a missing log costs instructional time.
5. Completion is reported as logged days divided by assigned days for the reporting period. A day with a recorded stuck point and 6 minutes still counts as logged.

The part we cannot do for you: Assigning practice, recording it honestly, and leaving the errors in place is the part of this program that happens at home. It is also the strongest single predictor in our own records of whether the measures move.

7. THE MEASURES THIS PROGRAM COLLECTS

MEASURE	WHAT IT IS	WHEN IT IS COLLECTED	SCALE	WHAT IT IS NOT EVIDENCE OF
Computation fluency probe	Digits correct in a timed 2-minute integer-operations probe, scored as digits correct per 2 minutes (DCPM)	Every Thursday session, first 4 minutes	Whole number, 0–60	Whether the student understands why a procedure works
Concepts and applications probe	Points earned on an 8-minute multi-skill probe covering ratios, proportional reasoning, and integer word problems	Every third Thursday session	Points, 0–30	Readiness for a specific classroom unit test
Unit mastery check	Percentage correct on a 10-item check written for the three sessions just taught	Last session of each 3-session unit	Percent, 0–100	Retention beyond the unit that was just taught
Error-type tally	Counts of each error category the instructor marks while scoring: sign error, place value, procedural step omitted, misread the question, no attempt	Every scored task	Counts per reporting period	Why the error happened
Written-response rubric	Four traits — claim, evidence, explanation, conventions — each scored 0 to 4 on one short constructed response	Every other Tuesday session	0.0–4.0 average	A predicted grade on a school writing assignment
Independent practice completion	Logged practice days divided by assigned practice days for the reporting period	Read from the homework log at the start of each session	Percent, 0–100	Quality or accuracy of the practice that was done
Support level	The level of help the student needed to finish the day's core task: IND independent, CUE verbal cue, WE worked example provided, CO co-solved with the instructor	Recorded once per session	IND / CUE / WE / CO	Effort, motivation, or attitude
Attendance and on-time starts	Sessions attended, sessions cancelled, and sessions that began at the scheduled minute	Front desk check-in	Counts and percent	Anything about the student's ability

Measures are reported three times a term on the schedule in Section 8. The companion reading guide, [HLL-PRG-GUIDE-7](#), explains how to read each panel and how much session-to-session movement is ordinary noise.

8. REPORTS, CONFERENCES, COMMUNICATION, AND RECORDS

REPORT	COVERS	DATA CUT-OFF	ISSUED	FORMAT
Report 1	Sessions 1–12	Thu 10/14/2027	Tue 10/19/2027	Portal, PDF
Report 2	Sessions 13–24	Thu 12/02/2027	Tue 12/07/2027	Portal, PDF, and paper copy
Report 3 (exit)	Sessions 25–34	Thu 01/20/2028	Tue 01/25/2028	Portal, PDF, and paper copy

CHANNEL	USE IT FOR	RESPONSE WINDOW
Portal message	Scheduling, practice questions, report questions	One business day
Front desk 555-0143	Same-day cancellations and arrival problems	Immediate
Billing 555-0147	Invoices, autopay, disputed charges	Two business days
Conference request	Anything that needs more than a message	Offered within 10 days
Records request in writing	A copy of notes, logs, probes, and reports	Five business days

Talking to the school. The center contacts a teacher, counsellor, or district staff member only with a signed release naming the person and the purpose. A release is valid until the end of the term and can be withdrawn in writing at any time.

- With a release, the center will send session notes, probe data, and reports, and will answer factual questions about what was taught and what was measured.
- Even with a release, instructors do not offer opinions about eligibility, placement, services, accommodations, or diagnosis, and do not attend school meetings.
- Families may share any Harbor Lane report with anyone they choose. A school is free to consider it and is equally free not to; it is not an evaluation.
- Records are retained for three years after the last session, then destroyed. A copy can be requested at any point in that window.

Evaluation requests: If a family wants a formal evaluation, the routes are the public school district in writing, or a licensed independent evaluator. The center will provide its records to support either route and will not advise on which to take.

9. PAUSING, TRANSFERRING, AND ENDING ENROLLMENT

CHANGE	NOTICE REQUIRED	WHAT HAPPENS TO THE SLOT	WHAT IS BILLED	EFFECTIVE
Pause for up to 3 weeks	7 days in writing	Held at the same day and time	\$58.00 per held week	The Monday after the notice period
Change of day or time	7 days in writing	New slot if one exists; otherwise the waitlist	No charge for the change itself	Next available matching slot
Change of tier, B to A or C	14 days in writing	Subject to instructor availability	New session rate from the effective date	First session of the next billing month
Change of instructor	Request at any time	Held; a handoff note is written	No charge	Within two sessions where staffing allows
Withdraw from the term	14 days in writing	Released to the waitlist	Sessions scheduled inside the notice period	End of the notice period
Center ends the enrollment	14 days in writing to the family	Released	Nothing beyond sessions delivered	Stated in the letter

Unused makeup credits, unused pause weeks, and the registration fee are not refundable on withdrawal. Prepaid tuition for sessions after the effective date is refunded to the original payment method within 10 business days.

10. ACKNOWLEDGEMENT AND SIGNATURES

- ☐ I have read Section 1 and understand that this center does not evaluate, diagnose, determine eligibility, or advise on school services.
- ☐ I have read Section 2 and understand which situations are billed and which earn a makeup.
- ☐ I understand that the scheduled hour is reserved for the enrolled student for the whole term and cannot be transferred to another student.
- ☐ I understand that instructors do not complete graded schoolwork on the student's behalf.
- ☐ I authorise autopay on the account ending 4417 for invoices issued under this agreement.
- ☐ Optional — I consent to anonymised, non-identifying use of this student's practice work for instructor training. Declining changes nothing about the service.

SIGNING	NAME	SIGNATURE	DATE
Family / responsible adult	Maya Ferreira	_____	_____
Second family contact, optional	Daniel Ferreira	_____	_____
Primary instructor	Theresa Okonjo	_____	_____
Centre director	Adaeze Kwan	_____	_____

This agreement governs private academic instruction only. It does not create, alter, or affect any right a student has at school or under any federal or state education law, and it is not legal, clinical, or educational advice. Questions about school services, evaluations, or accommodations belong to the school district and, for general orientation, to the state's federally funded Parent Center listed at parentcenterhub.org/find-your-center/. Harbor Lane Learning Lab, the family, the instructors, the account and session identifiers, the dates, and the amounts printed here are invented for a demonstration set and belong to no real business, family, or account.