

Attendance

Road to Learning strives to uphold a high level of excellence. This requires a serious commitment from the students, their families, and the tutors. Consistency in attendance is a primary factor in achieving educational growth. Please make your tutoring appointments a priority in your family's schedule. Unless previously arranged, your tutor is only available for your scheduled hour.

Progress in tutoring is based on how often the student attends and how much effort they put in. It is important to note that dyslexia can come with other conditions such as: ADHD, OCD, and anxiety disorders. Untreated, these conditions may slow the student's tutoring progress and significantly interfere with their ability to focus and learn.

Please bring your child to tutoring ready to learn. Like you, the tutor desires the best learning environment for your child. Please share any pertinent information with your tutor prior to the session.



Drop off and Pick up

A guardian must escort the student to and from tutoring, unless the student drives on their own. This facility is a large education center with many daily activities. You are responsible for ensuring that your child arrives safely to their tutoring appointment. Children must not be left unattended anywhere on the school campus.



In order to ensure the safety of our students, all entrances are locked at all times. The front entrance to our building is only accessible by your personal key fob between the hours of 7:45 a.m. and 6:15 p.m.

Your family will receive a personal key fob to access the building. At the front door, place your key fob over the sensor to open the door. **Please do not share your key fob with anyone.**

Students may arrive and be picked up within 10 minutes of their tutoring times. A \$5 late pickup fee will be charged for each 15-minute period after the scheduled tutoring time. If needed, you may obtain information on day-care services at the Quentin Road After-School Club. (847-438-4494).

Please confirm with the office that we have a written record of all individuals permitted to pick up your child. Your child will only be released to authorized persons. A valid driver's license may be requested.

You are welcome to remain on campus during your child's session. Please make yourself comfortable in the waiting areas provided. Playground equipment and other related areas are for preschool and school students only. We respectfully request that you keep all conversation and noise to a minimum. As we seek to provide the optimum learning environment for your child, we ask that you show the same consideration for all of our students.





Absences

Your appointment is a standing appointment. Please notify the office staff in advance of any absences. Based on tutor availability, we will do our best to accommodate schedule changes by providing a make-up lesson. Notified absences of at least 1 hour in advance are billed as a half charge. If advance notice of 1 hour is not given, the lesson will be fully charged.

847-307-0073

Istankus@quentinroad.org

mtanney@qrbbc.org

Holidays

Road to Learning will be closed in observance of the following holidays:

New Year's Eve	Independence Day
New Year's Day	Labor Day
Martin Luther King Day	Columbus Day
President's Day	Veteran's Day
Good Friday	Thanksgiving (Wednesday-Friday)
Spring Break (1 week)	Christmas Break (2 weeks)
Memorial Day	

Your account will not be charged for these holidays. If your family observes any additional holidays, the regular cancellation policy will apply.

Snow Days

Credits will be issued for inclement weather at the discretion of Road to Learning. You will be contacted in the event of a closure.

If the center is open and you are uncomfortable traveling, you may cancel and schedule a make-up lesson.



Financial

Billing occurs on a weekly basis at the standard rate of \$52 per 1-hour session. Tutoring charges for the upcoming week are posted at the end of each week, and an invoice will be emailed to you at that time.

If an advance notice of at least 1 hour is given for any absence, a credit for half of the lesson's charge (\$26 per 1-hour) will be applied to your account. No credit will be issued if advance notice of less than 1 hour is given. If possible, an additional lesson can be scheduled with your tutor in order to make up for the absence at a later date. Once a make-up lesson is completed, the credit will be negated by a half-price (\$26 per 1-hour) make-up lesson fee.

RTL accepts cash, check, debit card, or credit card payments which can be made on a weekly or bi-weekly basis. Checks should be made out to "Road to Learning". A \$5 late fee will be applied to accounts three weeks overdue. Please communicate with either Lisa Stankus or Maggie Tanney at 847-307-0073 if you need other financial consideration.

A \$20 service fee will be applied for each returned check. RTL reserves the right to refuse any future checks.

Referrals

Receive one FREE tutoring session when your referral registers and attends Road to Learning.

