

Drop Policy

Tailored Roots Learning Center

Tailored Roots Learning Center is a small enrichment program that works closely with families, teachers, vendors, and community partners to provide quality classes and services. Please understand that dropping or switching classes affects more than one family. It can impact teachers, class minimums, supply planning, waitlisted students, and the overall program schedule.

Before registering, please review the class description carefully. If you have questions about whether a class is the right fit for your child, we encourage you to contact TRL before signing up so we can help you make the best choice.

By registering for classes, families agree to the following Drop Policy.

All drop and switch requests must be submitted in writing by emailing **admin@tailoredrootslearning.com**. Requests are not considered processed until written confirmation has been provided by Tailored Roots Learning Center.

Switching Classes

Families who switch from one class to another will be charged a **\$35 administrative switch fee per class**.

In addition, families are responsible for:

- The prorated cost of any classes already attended
- Any non-refundable material, supply, or vendor fees
- Any price difference between the original class and the new class
- Any new material or supply fee required for the replacement class

The new class tuition will be prorated when applicable, based on the date the student begins the new class.

Switching classes on the day of a class meeting will result in charges for that day.

Administrative Drop Fee

Families who drop a class without selecting a replacement class will be charged a **\$50 administrative drop fee per class**.

Additional late drop fees or prorated charges may apply based on the timing of the request and whether the student has attended class. A portion of the drop fee may be refunded only if the Tailored Roots Learning Center is able to fill the student's spot with another enrolled student.

Families are also responsible for:

- The prorated cost of any classes already attended
- Any non-refundable material, supply, or vendor fees
- Any fees charged to TRL Enrichment Program by teachers, vendors, facilities, or partner organizations
- Any additional late drop fees that may apply

Drops that happen close to the start of classes are especially difficult to manage. Please make sure your child is committed to the class before registering.

Late Drop Policy

No drops are allowed after **Thursday of the first week of classes**.

After this deadline, families are responsible for the full cost of the class, regardless of attendance, participation, charter school funding status, or schedule changes.

This policy allows the Tailored Roots Learning Center to honor its commitments to teachers, vendors, facilities, and other enrolled families.

Charter School Families

Families using charter school funds are responsible for understanding their charter school's policies regarding dropped classes, late drops, attendance, purchase orders, reimbursements, and non-covered fees.

Please contact your educational specialist, teacher, or charter school representative before dropping a class to confirm whether your charter school will cover any drop fees, late fees, vendor fees, or remaining balances.

Many charter schools do not cover drop fees, administrative fees, late drop fees, missed classes, or non-refundable material fees.

If your charter school does not pay for any portion of a class, fee, or balance, the family is financially responsible for the unpaid amount.

Leaving a Charter School

If your family leaves your charter school, withdraws from the charter program, changes funding status, or loses access to charter school funding, the charter school may no longer pay for your enrolled classes.

In that situation, the family is responsible for any tuition, fees, material costs, vendor charges, or remaining balances not covered by the charter school.

Refunds and Credits

Refunds or credits are not guaranteed.

Any refund, credit, or fee adjustment is determined at the sole discretion of Tailored Roots Learning and may depend on:

- The timing of the drop request
- Whether the class has already started
- Whether the student has attended class
- Whether supplies or materials have already been purchased
- Whether Tailored Roots Learning Center can fill the student's spot
- Whether the teacher, vendor, facility, or partner organization has issued a refund to Tailored Roots Learning.

Administrative fees, material fees, vendor fees, and late drop fees may be non-refundable.

Attendance

Failure to attend class does not count as a drop request.

Missed classes, schedule conflicts, student absences, or changes in family availability do not automatically qualify for a refund or credit and do not qualify for any makeups.

How to Request a Drop or Switch

To request a class drop or switch, email admin@tailoredrootslearning.com with the following information:

- Parent/guardian name
- Student name
- Class name

- Teacher or vendor name, if applicable
- Whether you are requesting a drop or a switch
- Reason for the request
- Charter school name, if applicable

Tailored Roots Learning will review the request and provide written confirmation of any fees, balances, credits, or next steps.

Families may contact **admin@tailoredrootslearning.com** at any time to request their current balance or the balance pending from their charter school.

Acknowledgment

By enrolling your student in Tailored Roots Learning Center, you acknowledge that you have read, understood, and agree to the Drop Policy outlined above. TRL may update the terms and conditions at any time, in its discretion; continued participation indicates acceptance.