Enrollment and Payment Policy

Enrollment

Enrollment at The Learning Canvas (TLC) reserves a space for your student in the selected program. Classroom staffing, student-to-facilitator ratios, curriculum purchases, and operational planning are based on student enrollment.

Enrollment automatically renews on a month-to-month basis unless written notice of withdrawal is received in accordance with the Withdrawal Policy below. Payment schedules may vary for families utilizing charter school funds based on the requirements of their individual charter school and applicable vendor agreements.

Payment Policy

Private-Pay Families: Program fees must be received no later than one week before the upcoming month of attendance.

Charter Families: Required certificates, purchase orders, or other funding authorizations must be submitted before the first program day covered. Families utilizing charter school funds are responsible for complying with the funding timelines, purchasing requirements, and reimbursement policies established by their individual charter school.

Failure to submit payment or required charter documentation by the applicable deadline may delay a student's attendance until payment or funding has been confirmed.

All families must maintain a valid credit card in their Procare Wallet and accept authorization allowing the card to be securely stored for applicable charges.

Materials and Supply Fee

A non-refundable materials and supply fee of $150 per student is charged upon the student's first enrollment each semester.

Withdrawal Policy

Families may withdraw from TLC by submitting written notice via email to the Center Manager. A student's absence from class or verbal notice does not constitute withdrawal. Program fee obligations continue until written notice of withdrawal is received via email by the Center Manager.

To discontinue enrollment for the current month and receive a prorated refund, written notice must be received on or before TLC's second scheduled operating day of the month. This deadline follows TLC's operating calendar and applies to all students, regardless of their selected program or scheduled attendance day.

Once a student is withdrawn from the program, their enrollment space is released and may be offered to another student. TLC cannot hold a student's space after withdrawal or guarantee availability for future re-enrollment.

Refund Policy

Families whose written notice of withdrawal is received on or before TLC's second scheduled operating day of the month will receive a prorated refund of that month's program fees, calculated based on the student's last day of attendance.

After TLC's second scheduled operating day of the month, program fees for that month are considered earned due to staffing commitments, classroom planning, curriculum purchases, and operational expenses already incurred. Refunds generally will not be issued after this deadline except as detailed below.

Requests for refunds after this deadline must be submitted in writing and will be reviewed on a case-by-case basis for extraordinary circumstances, such as:

- Family relocation
- Serious medical circumstances
- Other situations approved by TLC administration

While exceptions cannot be guaranteed, TLC is committed to reviewing individual circumstances thoughtfully and fairly. The materials and supply fee is non-refundable.

Charter-funded refunds or adjustments remain subject to the charter school's requirements. Families using charter school funds are responsible for complying with their charter school's funding timelines, purchasing requirements, and reimbursement policies.

Late Pick-Up Policy

Students must be picked up by 3:05 PM. Beginning at 3:06 PM, a late fee of $25 for each 15-minute period, or portion thereof, will be charged to the payment method stored in Procare. Providing advance notice of a delay does not waive the fee. Extraordinary circumstances may be reviewed individually, and repeated late pickup may affect continued participation.

Questions

Questions regarding enrollment, payments, withdrawals, refunds, or late pickup should be directed to the TLC Center Manager. Families considering withdrawal are encouraged to contact the Center Manager beforehand to discuss questions and available options. Contacting the Center Manager with questions does not replace the required written withdrawal notice or extend the withdrawal deadline.