



DYNASTY'S UNITED YOUTH ASSOCIATION SERVICES POLICIES

Policies for Private Tutoring

ATTENDANCE POLICY: Attendance is very important here at DUYA, and we want to ensure that our program meets your satisfaction. As part of our protocol, if a student misses two consecutive days of programming with no parent contact, we are required to send a disenrollment letter. Any student that is disenrolled can be re-enrolled as long as their parent/guardian contacts a YPA. After the re-entry process, the student will be placed on the waiting list unless our availability is open. If you know beforehand which day your child will be absent, please let your child's tutor know via email or phone 15 minutes -4 hours ahead of time.

*As long as the parent communicates about their students' attendance and keeps the YPA's and tutors informed the student will not be disenrolled. The message above only applies to parents who do not communicate or keep in contact with DUYA team members during the two week consecutive period.

RESCHEDULING POLICY: If a parent/student needs to reschedule a private tutoring session, the parent/student must contact the Youth Program Assistant and/ or the assigned tutor within 15 minutes - 4 hours before their tutoring session starts. If the YPA and/ or tutor is not contacted within that time frame the session will not be rescheduled. Students are *only allowed one time per month* to cancel/reschedule sessions with no additional charges. However, when the session is rescheduled it will be pushed back another week and the renewal date will be altered.

Therefore, if a parent/student attempts to reschedule a private tutoring session more than once in one month, rescheduling will not be an option. The student will lose their session for the week, and the monthly membership renewing date will not be pushed back, changed or altered.

*Special circumstances/exceptions to the rescheduling policy: The student must have a doctor's note, court paper, or documentation that prevents the student from attending.

REFUND POLICY: There are no refunds after payments are submitted for membership services.

Policies for Homework Labs

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Youth Program Assistants (YPA): (323) 306- 2928

- Marielly Rodriquez ext. 102
- Chianti Warrior ext. 105
- Jennifer De Santiago ext. 107

Parent Name: _____ Parent Signature: _____ Date: _____