Math Kangaroo Classes: Policies/Expectations

At Math Kangaroo, we work with parents and students to create an atmosphere that promotes exemplary education and kind collaboration. We strive to provide a positive learning environment that allows for each child to reach his/her full potential. We ask that you review our policies and help support a strong learning environment.

Attendance Policy

- To get the most out of the classes, students are encouraged to attend every class. There will be no video recording of the classes and we do not offer make-up lessons. However, the instructor will inform an absent student (via email) what was covered during the class.
- The individual coaching: students should attend every scheduled class. The cancellation or rescheduling of a lesson is possible only with a minimum of 24-hour notice.

Learning Environment Expectations

Students are expected to have:

- A reliable computer, internet access, working microphone and camera
- A separate, quiet workspace without too much parent or sibling involvement
- Paper, pencils, markers
- Small dry erase whiteboard + black dry erase marker
- One logged in device per one enrolled student

General Policies

Students are required to:

- Be on-time for each class
- Be polite and respectful
- Listen with an open mind
- Express your opinion positively
- Respect the thoughts of others even if you don't agree
- Treat others the way you want to be treated

Math Kangaroo does not tolerate any of the following:

- Bullying of others (including cyber bullying)
- Disrespect towards any instructor, guest speaker, or host

Class Tuition Policy

Tuition must be paid in full to attend class. We do not prorate tuition for students who sign up late. We do not offer trial classes, nor will we allow a student to attend and pay for specific dates of a class.

Refund Policy

A request to cancel enrollment in a Math Kangaroo class should be sent to izabela@mathkangaroo.org. A refund will be processed within 10 business days of receiving the request to withdraw. If the refund request is received more than one week before the start of the first class, the refund amount is the tuition paid less a $50 administrative fee and any discounts received. If the refund request is received less than a week before the start of the class, the refund amount will depend on when the request is received, and according to the table below:

MATH KANGAROO FALL-WINTER CLASS REFUND INFO:

WITHDRAW REQUEST MADE	
Week or less before first day of class	$300
After first class and before second	$250
After second class and before third	$200
After third class	No Refund

MATH KANGAROO FALL-WINTER WEBINAR AND AI CLASSES REFUND INFO:

WITHDRAW REQUEST MADE	
Week or less before first day of class	$85
After first class and before second	$75
After second class and before third	$60
After third class	No Refund

MATH KANGAROO ONLINE COACHING REFUND INFO:

WITHDRAW REQUEST MADE	
Within one week of the start of the coaching	Full - $50 reg fee
After first coaching session and before second	Full - $150
After the second coaching session and before third	Full - $250
After the third coaching session	No Refund

* Individual coaching rescheduling can be done up to 2 times only. There is no refund for skipped coaching meetings without a minimum 24 hour advanced notification.

MATH KANGAROO SUMMER CAMP REFUND INFO:

WITHDRAW REQUEST MADE	
Week or less before first day of class	**$300**
After first class and before second	**$250**
After second class and before third	**$200**
After third class	**No Refund**

NOTE1: The refund amounts, per the table above, are calculated based on the full price of tuition. Actual amounts refunded will reflect any discounts applied. We do not offer credit toward future classes (or other learning resources) if a student is unable to complete the duration of their online course.

NOTE2: In rare cases if there is a power outage or technology fails on teacher's part and the class cannot be executed as scheduled, Math Kangaroo does not refund the fee per an individual class, but the class is rescheduled to a different day. If a student is unable to participate on the rescheduled day, the teacher will send the PDF of a lesson by email.