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## TAG THE ACADEMIC GYM®

### Missed-Session Policy for Families

#### *Fall–Summer School Year*

At TAG, we know that life happens — schedules shift, kids get sick, and unexpected events come up. Our goal is to support your child’s learning while offering a fair, flexible system for handling missed classes.

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#### **When a Session Is Missed**

We log every missed class in your family’s attendance record.

A session is **eligible for rescheduling or credit** when:

- You provide **24-hour advance notification, OR**
  - Your child misses class due to an **illness, emergency, weather interruption, OR**
  - **The class is cancelled by the instructor**
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#### **We Always Try to Reschedule First**

TAG will make every reasonable effort to reschedule eligible missed sessions during the same school year.

We look for:

- Open spots in similar groups
- Instructor availability
- A time that works for your family

If a reschedule option is available, we’ll offer it.

If not, the session becomes part of your **end-of-year credit**.

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#### **End-of-Year Credit**

At the end of the Fall–Summer school year, families receive a **Cumulative Missed-Session Credit** for all eligible sessions that could not be rescheduled.

Your credit works like a **prepaid class balance** — a “free pass” you can use later.

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#### **How You Can Use Your Credit**

Credits may be used for:

- **New TAG classes in the upcoming Fall**, or
- **Any TAG program within six (6) months** of the credit date

Credits may be applied to:

- Class tuition
- Enrollment fees
- Program upgrades

Credits **cannot** be used for:

- Past balances
  - Merchandise
  - Private evaluations or non-class services
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#### **Credit Expiration & Refund Option**

- Credits are valid for **six months**.
  - If credits are **not used within six months**, TAG will issue a **full refund** for the missed classes.
  - Once refunded, credits cannot be reinstated.
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#### **Additional Notes**

- Credits are **non-transferable**.
  - Credits cannot be used to reduce monthly tuition.
  - A child must be **enrolled in a new TAG class** to redeem credits.
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#### **Why This Policy Exists**

This system helps TAG:

- Maintain consistent staffing and small-group instruction
  - Offer families a fair and predictable process
  - Provide meaningful value when rescheduling isn't possible
  - Support ongoing literacy and regulation growth for every child
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