



CLC Policies and Expectations

Expectations for Cancellation and Missed Without Notice (MWON)

Client Cancellations

- 24-hours notice is required for cancellation
- If appointment is missed without 24-hours notice (MWON) the session is billed for the full-length of the scheduled appointment
 - We understand that things come up, emergencies happen, and people get sick, yet we appreciate open communication and as much notice as possible. The cancellation fee for these events may be waived on a case by case basis
- If student is late or leaves early the session is billed for the full-length of the scheduled appointment unless otherwise arranged by the tutor
- Virtual Sessions: CLC can accommodate virtual tutoring via Zoom in place of canceling or rescheduling if a student or tutor cannot attend in-person because of bad weather, running late, illness, quarantine, etc. but this must be arranged prior to the start time of the scheduled appointment
- COVID-19: Please respect all isolation, quarantine, and masking guidelines outlined by the CDC. Appointments impacted by COVID-19 are subject to the above-outlined cancellation policies

CLC Cancellations

- If a session is canceled on CLC's behalf then client is not be billed for the appointment
- If a student's regularly scheduled tutor is unavailable, CLC will provide options to cancel, reschedule, or work with a substitute tutor, depending on tutor availability

Summit School District Cancellations

- CLC follows the Summit School District (SSD) Calendar:
 - When schools are closed so is CLC (scheduled days, snow days, and canceled activities) but students can request virtual sessions
 - To keep or request a session when school is closed contact CLC
 - Link to school calendar and closings: www.summit.k12.co.us
 - Snow day hotline: (970) 368-1777
 - Activity cancellations hotline: (970) 668-3015

Expectations for Invoices

Invoices are billed monthly in accordance with the chart below.

Billing Category	Billing Period	Invoice Emailed Date	Due Date
Student Last Name: M-Z	11th - 10th of the month	By the 15th of the month	25th of the month
Student Last Name: A-L	21st - 20th of the month	By the 25th of the month	5th of the following month
Scholarship Student (all names)	Calendar month	By the 5th of the month	15th of the month

How client will receive an invoice:

- By default, invoices are emailed from Quickbooks.
 - Add quickbooks address to inbox: quickbooks@notification.intuit.com
- A printed statement can be mailed to client upon request

How to pay an invoice:

- Online via Quickbooks paid with credit cards (Visa, MasterCard, American Express, Discover) or bank transfer
- Written checks (business, personal, or cashier's [bank drafts]); please write out to Colorado Learning Connections and deliver to the CLC office in Frisco or mail to PO Box 459, Frisco, CO 80435
 - If a check is returned unpaid (a "bounced check"), or if a credit card charge is disputed by the issuing bank (a "chargeback") then a \$25.00 processing fee is charged in addition to the original payment. If multiple payments are returned CLC requires cash payments, cashier's check, or money order.
- Cash (or money orders) delivered to the CLC office in Frisco
- All payments must be in U.S. currency and must be drawn on a U.S. bank

Financial Aid / Scholarships:

- A completed [scholarship application](#) is required in order to receive funding. Scholarships are not provided retroactively - your scholarship application must be submitted prior to your student's scheduled appointment in order to receive funding.
- [Click here for full scholarship policies](#)

Late or Unpaid Invoice(s):

- After 30 days, any unpaid balances receive 10% late fee
- After 60 days, scheduled appointments are canceled until payment is received
- After 90 days, outstanding invoices are eligible to be sent to collections
- CLC reserves the right to request prepayment for services
- If you require financial assistance to pay overdue balance(s), please contact CLC

Student Expectations for Sessions

Come Prepared:

- Students show up on time and bring classwork, tests, homework, assignments/projects, textbooks, workbooks, calculators, laptops, etc.
- Attend scheduled sessions even if students do not have homework or long-term projects. Tutors will develop study and organization skills or pre-teach concepts

Contact Information for CLC

Hours and Contact:

- Hours for School Year: Monday through Thursday 8 AM to 7 PM, Friday 8 AM to 5:30 PM
 - Summer Hours: Monday through Thursday 9 AM to 4 PM, Friday CLOSED
- Office Line: (970) 668-0954
- Scheduling and Text Line: (970) 279-1232
- Email: admin@clcsummit.com
- Website: clcsummit.org
- Physical Address: 699 N Summit Boulevard Frisco, CO 80443
- Mailing Address: Colorado Learning Connections PO Box 459 Frisco, CO 80443

Directions: Colorado Learning Connects (CLC) is at 699 N Summit Blvd in Frisco, located off Hwy 9 in the Columbine Center which is between Alpine Bank and Mountain Comfort Furnishings. We are above the chiropractic office and the stairs are through the main door.