Brightside Learning

4226 Boul. Saint-Jean #305 DDO H9G 1X5 | 514-398-0131
www.brightsidelearning.com | brightsidelearning@gmail.com

Student Registration & Coaching Agreement

Initial Consultation

The process of getting to know each student starts at their Initial Consultation session. During this session, the student works with the coach as a team to set both short and long term goals, as well as discuss areas of strength and where improvements need to be made. Student suitability for coaching is also measured. This session lasts 75 mins and the cost is $110.00. Payment is due by credit card at the time of registration. After the Initial Consultation, students can attend sessions on a drop-in or weekly basis.

Drop-in Sessions

Drop-in Sessions occur on an 'as needed' basis and include one week of unlimited follow-up; please note that we are not able to guarantee specific time slots for these sessions and that 24 hours' notice is required for cancellations. If less than 24 hours' notice is provided, there will be an administrative fee of $35.00. To cancel a session, please send an email to brightsidelearning@gmail.com. Cost: $80.00 for 50 mins | $50.00 for 30 mins. Invoices are generated on Fridays for the previous week's drop-in sessions and are payable upon receipt by credit card or e-transfer. All outstanding balances must be completely paid before the next session can be attended.

Weekly Sessions

Students sign up for weekly sessions that take place at the same time, on the same day each week. Sessions are purchased in packages of four (4), must all be booked at the time of purchase, and be used within a 30 day time period. Any sessions that do not meet this criteria

will be lost. Unlimited follow-up is included for the duration. The cost for weekly sessions is 10% less than drop-in sessions: $288.00 for 4 x 50 mins | $180.00 for 4 x 30 mins.

Cancellations & Lateness

Please note that 24 hours' notice is required for cancellations unless there is a sudden illness or emergency. In these very rare cases, please let us know about the cancellation as soon as possible. To cancel a session, please send an email to brightsidelearning@gmail.com.

Up to one (1) cancellation per package that complies with this policy may be rescheduled within the 30 day timeframe (upon coach availability). Cancellations that do not comply with this policy will be lost.

In the unlikely event that your Learning Coach needs to cancel a session, we will let you know as soon as possible and provide you with alternate arrangements.

All students are expected to arrive on time as sessions cannot be extended for late arrivals. If your coach is running late, we will extend the session accordingly.