Terms of Service

(Last revised July 26 2022)

Parents and students are committed to following terms put in place to maintain high-quality classes:

1. Parents and students agree to all terms and services found in this document and in our policy pages with all of their responsibilities found within.

2. Students REQUIRE a personal computer (Mac/Windows/Linux) capable of running applications suitable for programming to enroll in our classes. No Chromebook, Tablet or Phone is permitted.

3. Students MUST have Zoom downloaded to their personal computer to attend our live online classes. No browser Zoom permitted.

4. Parents and students are responsible for remembering their recurring Zoom class link once RP4K provides it.

5. Parents and students MUST provide an email to utilize our Canvas Learning Management System ("Canvas") in order to access course resources and live class recordings.
   https://realprogramming.instructure.com/login/canvas

6. Students are responsible for managing their "Canvas" account, catching up to recordings if necessary and completing the work on "Canvas" as provided by instructors.

7. All live online classes are recorded. They are available for students and parents to review or catch up to on our "Canvas" website. RP4K Directors and other instructor staff watch the recordings to maintain high quality education. They are NOT to be uploaded anywhere else unless used for RP4K marketing purposes.

8. RP4K will contact parents directly to request permission if we choose to utilize a class recording featuring your children in our marketing.

9. Parents MUST inform RP4K of previous programming experience or any special needs that could affect their classroom experience BEFORE enrollment in a Free Trial Class or BEFORE enrollment in a class start date.

10. We DO NOT guarantee completion of the course project over the length of a seasonal program. The pace of the class is dependent on the students and we assess the students success based on a myriad of factors, taking completion into account.

11. Parents and students understand our instructors assess each student differently, and will recommend the next appropriate course for your child. RP4K reserves the right to alter recommended courses to best match the abilities we assessed of your child throughout the course.

12. Parents and students agree to Sign-in to our Report Card Login Portal to view any assessments your child has received: https://login.realprogramming.com/

13. There is a $25. fee for NSF cheques. Late payment charges of 2% monthly will be applied on overdue balances.

Free Trial Class (FTC) Policy:

1. Students REQUIRE a personal computer (Mac/Windows/Linux) capable of running applications suitable for programming to enroll in our classes. No Chromebook, Tablet or Phone is permitted.

2. Students MUST have Zoom and Processing installed to complete the Free Trial Class (FTC). No browser Zoom permitted.

3. Parents MUST inform RP4K of previous programming experience or any special needs that could affect their classroom experience BEFORE enrollment in a Free Trial Class or BEFORE enrollment in a class start date.

4. Please inform RP4K at least 12 hours in advance if you are unable to attend the Free Trial Class.

Class Conduct Policy:

1. Students MUST participate through a working microphone in class. Video cameras are HIGHLY recommended.

2. Students MUST arrive 5 minutes early to the online live classes with their programs and projects OPEN to ensure everything is working and ready for class.

3. It is the parents responsibility to ensure their child/student is on time to their class and supervised by an adult as required by their age.

4. Our SMS message service is to be viewed as an optional tool to assist parents in making sure students arrive on time and cannot be used to blame RP4K for lateness. We cannot guarantee everyone will get the SMS message, therefore parents are still responsible for their child arriving on time for class.

5. It is within the RP4K instructor's discretion to allow students into class if they are late by 10 minutes from the class start time.

6. RP4K instructors have the right to refuse entry to late students if they deem it will disrupt the other students that arrive on time.

7. It is within the RP4K instructor's discretion to allow students to get caught up during class if they deem it will not affect the other student's paid course time.

8. Parents with students who are absent or late are solely responsible to organize their own catch-up sessions with RP4K staff or watch class recordings on "Canvas". Please contact us if recordings are not posted to "Canvas" within 48 hours of class start time.

9. Do not book a Catch Up class or any class with the instructor directly. Contact our customer service representatives to arrange a booking.

10. RP4K does not provide extensions for missed classes through absence unless all students within the class have informed RP4K of their absence for that planned class day. RP4K reserves the right to not allow any extensions at any time within the course season.

11. RP4K will notify parents and students if there is a cancellation of classes for this week and will extend the course to compensate for the time lost. RP4K reserves the right to also not allow extensions at any time within the course season.

12. RP4K staff will only contact parents to arrange a catch-up class if informed absences are made by the parents 24 hours in advance of the course.

13. Parents CANNOT interfere with the teaching method of the instructor if they choose to observe the class. Please do not interrupt the ongoing class and instead contact our Head Office or Director of Operations regarding any classroom issues.

14. Parents CANNOT do any work for their children during the online live classes (such as typing for their child, answering questions, providing solutions), as this misrepresents the abilities of your child through our programs. Parents found doing the course for their child in any capacity will be contacted to arrange a suitable alternative course their child can do that matches their abilities.

15. Students who present behavior issues in our online live sessions will be warned and parents will be notified. A Student's bad behavior will NOT be tolerated. Recurrent issues will result in removal from the program.

16. Real Programming 4 Kids reserves the right to remove a student from a course for unacceptable behavior without refund on behavior issues, which include but are not limited to: Foul language, sharing of inappropriate content, unnecessary disruptions, intimidation, interference with other students and/or instructor and overall abuse of the online classroom. Any other bad behavior unlisted here also applies.

Our Catch-Up (CU) Class & Scheduling Policy:

1. There are only 2 Catch-Up (CU) classes included in our weekly course fees.

2. There are NO Catch-Up classes for Summer Camps or 4 Week - Core Concepts.

3. One Catch-Up class is a 30 minute 1-on-1 session.

4. Additional Catch-Up classes cost $30 per 30-minutes. Please use the class recordings on Canvas as the primary means of catching up.

5. Parents must provide a minimum 24 hour notice if a student will miss their class. We will not provide a refund or extensions for missed classes.

6. Parents are solely responsible for organizing a Catch-Up class for their child with RP4K staff if their child is absent. Unannounced absences will NOT be provided a Catch-Up!

7. RP4K will schedule a Catch-Up Class for the student ONLY if requested. Instructors do not arrange a Catch-Up for your child.

8. RP4K will notify parents and students if there is a cancellation of classes for this week and will extend the course to compensate for the time lost. RP4K reserves the right to also not allow extensions at any time within the course season.

9. RP4K Recommends a daytimer, alarm or google calendar to ensure your child doesn't miss his or her class. Please use the noted holiday dates on our calendar at: RP4K Calendar Link

10. Our SMS message service is to be viewed as an optional tool to assist parents in making sure students arrive on time and cannot be used to blame RP4K for lateness. We cannot guarantee everyone will get the SMS message and parents are still responsible for their child arriving on time for class.

11. Parents and students are committed to the time slot for the course once classes have started. Rescheduling students into a different day or time slot will result in either a 1 on 1 course at a higher cost and/for a shorter length, credit to next season or restarting the course with a new group when an instructor is available.

12. If a student is absent for more than 3 weeks in a row, RP4K will conclude the enrollment of the student within their course and pause the child's progress until the parents reschedule the continuation of the course at a different time.

13. RP4K reserves the right to contact you about moving your child into the best class possible for success and to provide a better educational experience throughout the course. If no agreed upon time can be arranged, RP4K will pause the child's progress until either a time opens in the future or a credit is issued. Sometimes this may involve moving a child into a one-on-one class at a higher rate which converts to a shorter course duration.

Refund Policies:

1. You must notify Real Programming 4 Kids if you are withdrawing your child from classes to receive a refund.

2. Full amount is refundable until 45 days before the class start date. A $45 administrative fee applies.

3. Balance only is refundable until 14 days before the class start date. A $45 administrative fee also applies.

4. RP4K Quality Assurance Guarantee: If after trying out the first two days of an RP4K class you wish to withdraw your child, a full refund will be provided if he or she is withdrawn before the third day of the class.

5. If you withdraw before the end of the season your refund will be calculated as the number of remaining weeks minus a withdrawal fee equal to the cost of 6 classes. A $45 administrative fee also applies.

RP4K Contacts:

Head Office:

416-469-9676

Toll-Free: 1-877-307-3456

Technical Support:

647-620-7745

Toll-Free: 1-866-949-7745