

## Program Enrollment

Upon registration, students are enrolled into the selected program including all future courses part of the curriculum. Classes **continue in the same day & time** and move onto the next course of the curriculum at the start of each semester.

Prior to the end of each semester, parents will receive an email notifying their child's seat has been reserved for the next semester (“Next Semester starts on [DATE]” email). For **students continuing onto the next semester, there is no action required** except to complete payment.

Parents have the **option to take a break after any two-month semester** by replying to the “Next Semester starts on [DATE]” email. Upon receipt, all future classes in the program will be dropped. Parents could also speak to the front desk to ask for alternative class offerings.

This process provides parents a fixed schedule throughout the school year, the flexibility to pause or transfer classes in the case of vacations/conflicts and the ability to return to classes at any point.

## Course Structure and Fees

All Exceed courses are offered in two-month semesters consisting of **eight weekly classes, one hour** in duration.

**In-Centre classes** offer hands-on learning with **classes once per week** in all Exceed Robotics locations (Thornhill, Mississauga, Richmond Hill) at a fee of **\$180+HST/month** including required hardware and licenses. On-campus classes offer **sibling and multiple course discounts** of \$25/month off per child/course for qualifying students.

**Virtual classes** are offered **once per week** at a fee of **\$135+HST/month** including any required software and license fee(s). Both virtual and in-centre classes are offered in two-month semesters. Parents could speak to the front desk to sign up to our pre-authorized monthly plan by submitting the completed form below.

## Payment Plans

There are multiple ways to complete payment including at the front desk, online or joining our pre-authorized monthly payment plan.

### 1. Online Payment

Click on the link below to watch how to access your Parent Portal to make an online payment:

[Online Payment Instructions Video](#)

## 2. In-Centre Payment

Payment could be completed at the front desk using Debit, Credit Card (Visa, MC) or cash

## 3. Pre-Authorized Monthly Plan

Our after-school programs also offer a pre-authorized monthly plan which divides the two-month course fee into two equal payments processed automatically each month. To join our Pre-Authorized Monthly Plan, follow the steps below:

- a. Submit the pre-authorization payment form to your branch manager. Click [HERE](#) to download (or ask the front desk for a copy)
- b. If you do not have a card on file, make your first online payment (instructions above)

## Missed Class Policy

**In-centre courses** offer one makeup class per term at no charge in the rare event a student misses a class. Weekly makeup sessions have students work independently under the guidance of an instructor to complete the missed class material. Parents are asked to **book a makeup class online** from our Registered Students page (<https://exceedrobotics.com/registeredstudents/>)

**Virtual courses** offer one class recording per term at no charge in the event a student cannot attend class. Students will receive a **link to watch the class video** and will be requested to complete the class assignment before the next class.

We remind students and parents that your continued commitment for attending the scheduled classes has a direct benefit to your children's learning experience as our program is designed to advance student knowledge one class at a time. Parents can speak to the campus manager to book a makeup class

## Cancellation & Refund Policy

All cancellation requests must be submitted in writing to **info@exceedrobotics.com** and refunds will be processed. Please note refunds require up to 6 business days until visible in your account statement after being applied.

### After-School Programs:

100% refund if cancellation is received prior to the fourth class of the semester part of our Satisfaction Guarantee. No refunds will be provided following the fourth class.

Camps:

100% refund will be provided if cancellation notice is received 8 weeks prior to the start of the registered camp. Account credit for the full payment will be provided if cancellation notice is received 4 weeks prior to the start of the registered camp. No refund nor account credit will be provided if cancellation notice is provided with less than four weeks notice.

Competition Team:

50% refund of registration fee if cancellation notice is received before May 1<sup>st</sup>

25% refund of registration fee if cancellation notice is received before October 15

no refund of registration fee for cancellation after October 15

Tuition fees for future sessions will be removed upon cancellation, completed sessions are non-refundable

On the rare occasion, the office will re-schedule a class based on scheduling needs or insufficient enrollment. This will be discussed with parents and our office will work to ensure students continue their robotics education.

## Behavioural Policy

The purpose of this policy is to provide a consistent and fair approach for addressing student behavior that does not meet the expectations of our Robotics club. Our goal is to work with students and families to correct behavior issues in a positive and constructive manner. The Progressive Discipline Policy outlines a series of steps that will be taken when a student's behavior is in violation of our club's code of conduct.

Step 1: Verbal Warning - The student will receive a verbal warning from the instructor or front desk. The student will be informed of the specific behavior that is in violation and the expected behavior.

Step 2: Written Warning - If the behavior continues after a verbal warning, the student will receive a written warning from the front desk. The written warning will include the specific behavior that is in violation, the expected behavior, and the consequences if the behavior continues.

Step 3: Parent/Guardian Contact - If the behavior continues after a written warning, the student's parent/guardian will be contacted by the front desk. The parent/guardian will be informed of the specific behavior that is in violation, the expected behavior, and the consequences if the behavior continues.

Step 4: Conference with Administration - If the behavior continues after parent/guardian contact, the student will have a conference with the club's administration. The student, parent/guardian, and teacher or staff member will be present at the meeting. The conference will include a discussion of the

specific behavior that is in violation, the expected behavior, and the consequences if the behavior continues.

Step 5: Disciplinary Action - If the behavior continues after the conference with administration, disciplinary action will be taken. The disciplinary action will be determined by the club's administration and may include, but is not limited to, suspension or expulsion.

It is important to note that in all cases, the club's administration reserves the right to bypass any step of the Progressive Discipline Policy if the behavior is deemed severe or poses a safety threat to others.

## Student Progress

In our Robotics and Programming classes, we teach students through experiential learning, a teaching method where students actively engage with the material by building, programming, and troubleshooting their own robots/programs. This approach allows students to apply and solidify their understanding of programming concepts and principles by experimenting with them in a tangible and interactive way. Additionally, this hands-on approach allows students to develop problem-solving skills and critical thinking by overcoming obstacles and challenges that arise during the building and programming process. This approach can be used in different levels of education from primary to higher education to help students learn programming and robotics concepts in an engaging and interactive way.

Grades are not assigned because this could be detrimental to a child's motivation and self-esteem. Instead, the focus is on the process of learning from experimentation and failures. The belief is that every child has unique strengths, weaknesses and learning pace. Grading can be seen as a one-size-fits-all solution, which does not account for the individuality of each child.

To ensure students are learning and progressing, instructors ensure students complete their daily challenges in the classroom with the expectation that all students complete the assigned challenge. Students who finish early will be provided with extensions and students who are unable to complete the daily challenge will be scheduled to attend an extra help session to catch up. With small classroom sizes, each student is expected to progress with the pace of the curriculum and arrangements made when help is needed.

## Inclement Weather Cancellation Policy

The safety of our students and staff is our top priority. In the event of inclement weather, classes may be cancelled to ensure the safety of all individuals involved. If classes are cancelled due to inclement weather, no refunds will be issued.

1. Decision to Cancel Classes: The decision to cancel classes will be made by school administration in consultation with local authorities, taking into account factors such as weather forecasts, road conditions, and the safety of our students and staff.

2. **Notification of Cancellation:** Students and staff will be notified of class cancellations as soon as a decision is made. Notification will be sent via email, text message, and/or posted on the school's website and social media accounts.
3. **Make-up Classes:** If classes are cancelled due to inclement weather, the school will make every effort to schedule make-up classes at a later date. However, make-up classes may not be possible in all cases.
4. **Refunds:** No refunds will be issued for classes cancelled due to inclement weather.
5. **Governing Law:** This inclement weather cancellation policy shall be governed by and construed in accordance with the laws of the state in which the school is located.
6. **Severability:** If any provision of this inclement weather cancellation policy is found to be unenforceable or invalid, the remaining provisions shall be enforced to the fullest extent possible.
7. **Acknowledgment:** By enrolling in classes at the school, you acknowledge that you have read, understood, and agreed to the terms of this inclement weather cancellation policy.

## Workshop Tools Safety

At Exceed Robotics campuses, the safety of our students is of the utmost importance. To ensure a safe environment, we have implemented the following procedures:

1. **Workshop Safety Training:** All students are required to complete workshop safety training before using any tools or equipment. This training includes instruction on the proper use of commonly used hand tools and glue guns, as well as specialty tools such as soldering irons and 3D printers.
2. **Supervision:** Use of workshop tools is supervised at all times to ensure that students are using the tools safely and correctly.
3. **Assistance:** Volunteers are available to assist students who are not comfortable using a tool or equipment.
4. **Safety Equipment:** All students are required to wear appropriate safety equipment, including safety glasses and closed-toe shoes, while using workshop tools and equipment.
5. **Safety Rules:** All students are required to adhere to posted safety rules and follow instructions provided by the instructor or supervisor.
6. **Emergency Procedures:** Emergency procedures are in place and all students are familiarized with it to handle any incident that may occur during the workshop.
7. **Cleanliness:** All students are required to keep the workshop clean and tidy, including proper disposal of materials and tools.

By following these procedures, we aim to create a safe and enjoyable learning environment for our students, where they can develop their skills and creativity while being mindful of their safety and the safety of others.

## Competition Equipment & Registrations

Our full-service plan for competition equipment and registrations has Exceed Robotics administering competition registrations, leasing equipment to teams and providing replacement parts to eliminate downtime. A single registration fee for equipment and Vex registrations will be posted.

Registration Fee includes:

- Robot (lease)
- Replacement parts throughout year (on-site)
- Competition parts (lease)
- Vex Team Registration fees
- Vex Tournament Registration fees
- Qualifier tournament coaching

Vex IQ professional teams will receive one robot per student and one competition field and one game accessories kit per team. Vex VRC professional teams will receive two robots per team and one competition field and one game accessories kit per team. Vex IQ recreational teams will receive one robot per team.

Our robot kit & competition equipment leasing policy is designed to provide students with all the necessary equipment they need to participate in the competition. At the start of the competition year, students will be given a complete robot kit that includes all required parts and components. It is the responsibility of the students to take care of the kit and ensure all parts are kept intact during the competition year. At the end of the competition year, students must return the complete robot kit in the same condition it was received, with all parts intact. Failure to do so may result in additional charges or fines. The goal of this policy is to ensure that all students have access to the necessary equipment to participate in the competition and that the equipment is used fairly and responsibly.

## Liability Waiver (Mandatory Acceptance)

I, the undersigned, take full responsibility for any injuries or damages, including death, that may occur to me, my sponsored guests, or dependents while on the premises of the facility and hereby fully and permanently release Exceed Robotics Inc., its employees, officers, agents, servants, and independent contractors from any and all claims, damages, costs, and expenses of every kind that may arise.

I understand the nature of the activities that will take place during the program and have had any questions answered to my satisfaction. I certify that the information provided on my registration form is complete and accurate. By signing below, I agree to the terms of this Release of Liability Waiver for myself, my sponsored dependents and guests, and my heirs and assigns, intending to be legally bound.

## Consent to Communicate via Email & Text Message (Mandatory Acceptance)

The purpose of this policy is to inform individuals of the use of email and text message communication by our organization and to obtain consent for such communication. We may use email and text message as a means of communication for sending information about programs, events, and other activities. By providing us with your contact information, including email and/or mobile phone number, you are giving your consent for us to communicate with you via email and text message. However, individuals have the right to revoke their consent at any time by sending an email to [info@exceedrobotics.com](mailto:info@exceedrobotics.com). We are committed to comply with all applicable laws and regulations related to electronic communication, including Canada's anti-spam legislation. By providing us with your contact information, you are acknowledging that you have read, understood, and agreed to the terms of this policy.

## Permission to Use Photograph and Video

The purpose of this policy is to inform individuals of our organization's use of photographs and videos taken during events, activities and programs and to obtain consent for such use. By participating in any of our events, activities or programs, you grant us the right to take photographs and videos of you and your child(ren) and to use these photographs and videos in any manner that we see fit, including but not limited to publications, brochures, websites, social media, and other promotional materials. You also grant us the right to use your name in connection with the photographs and videos.

However, if you do not want us to use photographs or videos of you or your child(ren), please inform us in writing before the event or activity takes place, or as soon as possible thereafter. You may also inform us at any time if you wish to have specific photographs or videos removed from our website or other promotional materials.

It is important to note that photographs and videos may be taken in public areas and may include other individuals who have not provided consent. If you notice any individual in a photograph or video who has not provided consent and would like them removed, please inform us in writing as soon as possible.

By participating in our events, activities or programs, you acknowledge that you have read, understood and agreed to the terms of this policy.

## Medical Care Consent

In the event of a medical emergency, we require your permission to authorize a doctor to provide necessary treatment. By registering for Exceed Robotics Inc. programs, you grant permission for us to take any necessary steps to obtain emergency medical care. These steps may include, but are not limited to, attempting to contact a parent/guardian, the child's physician, or the emergency contact person. If we are unable to reach any of these contacts, we may call an ambulance and have the child taken to the emergency department of the hospital, accompanied by a staff member. Any expenses incurred will be the responsibility of the child's family.

Please note that Exceed Robotics Inc. will not be held responsible for any incidents that may occur because of false information provided at the time of enrollment.