



## Rules & Regulations Happy Learning Support Foundation

By enrolling with Happy Learning, you confirm that you have read and agree to the rules and regulations below. These guidelines help us maintain a focused and supportive learning environment for every student.

### 1. Classes — online

All classes from Group 5 and up are held online via Zoom only. Students must join class using a laptop or desktop only — no tablets or phones. A headset is mandatory. Without a headset, students cannot enter class. Please make sure your child also has a backup headset available.

### 2. Communication via Signal

All students, parents, and guardians are required to use the Signal app for communication with Happy Learning. WhatsApp may only be used in exceptional situations for phone calls, not for chat messages. All regular communication should take place through Signal. This helps keep communication clear and allows the teacher to focus only on important updates before lessons, such as homework-related messages within the parent-student-teacher partnership. To avoid interruptions during lessons, the teacher intentionally keeps notifications off and checks Signal at appropriate times.

### 3. Punctuality

Students in group classes are not admitted more than 10 minutes after the class start time. If a student needs to leave early, the teacher must be informed in advance. The parent or student is responsible for checking with classmates about missed work.

### 4. School year — start and end

Happy Learning starts on August 1st, about two weeks before schools reopen. We pre-teach the curriculum so students can begin the school year with confidence. Classes end approximately two weeks before the official end of the school year.



This yearly schedule is planned so that the total number of lessons remains balanced across the full school year, taking into account public holidays, school vacations, and the adjusted start and end period.

To keep tuition more manageable for parents, payments are spread over 11 months rather than only the 9 school months.

If your child is not yet on the island in August, classes can still be followed via Zoom. If that is not possible, homework and study work will be provided.

### **5. Monthly payment policy**

Monthly invoices are sent on the 15th of the month prior to the lesson month. Payment must be received before the 1st of the lesson month. If payment has not been received before the 1st, lessons may be paused until that month's payment has been completed. A pause due to late or non-payment does not cancel the parent/guardian's financial responsibility under the commitment policy.

### **6. Commitments — group classes**

Enrollment in a group class is a commitment for the full school year. If you decide to stop sending your child, payments will still continue until the end of the school year.

### **7. Commitments — private classes**

To discontinue private classes, written notice by email to [happylearningsxm@gmail.com](mailto:happylearningsxm@gmail.com) is required at least 2 calendar months in advance. From February onward, discontinuation is no longer possible. You are then committed for the remainder of the school year.

### **8. Plus Package**

The Plus Package is mandatory for all students in Group 8 and all exam year students. It includes a 30-minute session before regular class for test exercises and targeted preparation.

### **9. English school — FBE Dutch exam**

Students in the English school system take the same Dutch FBE exam as students in the Dutch school system. Because they receive much less Dutch instruction, Happy Learning



follows its own FBE preparation program unless a different approach is specifically requested. Students in private classes may also receive support based on their school curriculum, provided there is good communication with the school's Dutch teacher.

### **10. FBE exam papers**

Please do not let your child practice old FBE exam papers at home without guidance. These papers are used in class at the right time to assess your child's actual level and learning needs.

### **11. School test weeks**

All classes continue during school test weeks. If your child does not attend, payments remain due.

### **12. School vacations and public holidays**

There are no classes during school vacations or public holidays for regular students. Exam students continue during all vacations except Christmas break. If a public holiday falls on a Thursday or Friday, the following Saturday is also considered part of that holiday.

### **13. Reading books**

Once your child reaches the appropriate reading level, Happy Learning provides access to suitable books. Secondary school students may also use a Dutch reading app with a large collection of Dutch and English titles. The monthly fee for this app is \$5.

### **14. Homework**

All students are expected to complete assigned homework and study work.

For primary school students and 1st and 2nd form students, parents must notify the teacher via Signal before class starts if homework has not been completed. Only then may the student attend class that day.

Students from 3rd form and up must notify the teacher themselves via Signal before class. If they do not, they will be asked to leave class. After 3 occurrences, parents will be informed.

In the event that a class is cancelled all homework automatically moves to the first next class.



#### **14. Illness — more than 2 weeks**

If your child is ill for more than 2 weeks, a signed doctor's note is required in order to freeze tuition fees until your child returns. If the absence lasts longer than expected, an updated doctor's note must be provided. In all other cases, tuition fees remain unchanged.

#### **15. Classes canceled by Happy Learning**

If Happy Learning cancels a class due to illness or unforeseen circumstances, a make-up class will be provided. The replacement day and time may differ from the regular schedule. If a class does not take place for any reason, the assigned homework automatically carries over to the next lesson. If Happy Learning is unable to make up a cancelled class, the fee for that class will be deducted from the last invoice of the year, the June invoice.

#### **16. GEBE outages, internet interruptions, and natural disasters**

Happy Learning is not responsible for classes affected by GEBE outages, national internet interruptions, or natural disasters. Classes missed for these reasons cannot be made up. If a natural disaster affects classes for more than 7 days, all classes and payments will be frozen until lessons can resume. If an internet interruption on Happy Learning's side lasts longer than 15 minutes, class will be stopped and rescheduled.