



neuhaus
EDUCATION CENTER

Terms of Use.

EFFECTIVE NOVEMBER 2024

TEACHING. READING. REACHING.

Why Neuhaus?

Neuhaus Education Center is a nationally recognized provider of research-based literacy solutions dedicated to promoting literacy success for all.

By laying the groundwork for sustainable change, Neuhaus equips teachers to be diagnostic and prescriptive in recognizing students' literacy needs and how best to utilize the resources made available to them by their district.

It's our intentional investment in reading success that ensures *Literacy for All*.



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COPYRIGHT POLICY

Terms of Use

Neuhaus Education Center provides services and materials to schools, districts, educators, and the community to promote literacy success.

Please review and acknowledge the following policies.

All NEC Classes

Pricing & Payment

- Pricing of products and services is subject to change.
- Quotes expire within 90 days of issuance.
- A binding agreement for payment is required to receive goods and services. Agreements include, but are not limited to purchase orders, contracts, requisitions, and memorandum of understandings.
- Dates for services should be secured at the time of payment to ensure availability.

Materials Policy

Contracts with Organizations (i.e., schools, districts, state departments)

- All material sales are final. No refunds, returns or exchanges.
- Neuhaus policy is to ship all materials to one location per quote. The organization is responsible for distribution of materials to participants before the class start date.

Shipments Outside the Continental U.S.

- International shipments, along with those to Alaska and Hawaii, may incur extra shipping charges.
- Customers are responsible for any applicable customs fees or import duties.
- Customers should anticipate longer delivery times compared to shipments within the continental United States.

Returns for Self-Paying Individuals

- Please email info@neuhaus.org to begin the return process.
- If associated with a class, all class materials must be returned.
- No return is honored if the shrink wrap seal is broken.
- Customers must return at their expense. Neuhaus recommends tracking packages.
- All returns must be postmarked within 30 business days of receipt (of the shipment date) in the original shipping package.
- Returns should be sent to Neuhaus Education Center, 4433 Bissonnet, Bellaire, TX 77401
- Expect a refund within 30 business days, minus a 20% restocking fee.
- All Digital Material Downloads are non-refundable.

Course Completion Policy

- Public class times are set in Central Standard Time (CST) and will not be adjusted.
- Participants must have all applicable materials prior to the class start date for an optimal learning experience.
- If materials have not been received 5 days before class, registrar@neuhaus.org should be notified.
- Participants must complete the Neuhaus Portal registration and accept the class enrollment invitation by the required deadline to be eligible to attend class.
- Attendance on Day 1 of multi-day classes is required to advance with completion of the class.
- Attendance on all days for the entire class is required to receive credit.
- All practicums, videos, and homework, if applicable, must be completed.

In the virtual setting:

- Each participant must be on their own device with appropriate technology (internet connection, camera, audio, and microphone).
- Each participant's camera must be on, with the ability to mute and unmute as class participation requires.
- Participants must attend from a stationary location (desk, dining table, school, library, etc.)
- Each participant must log on with their individual Zoom link; participants must not share links. Class attendance is tracked via Zoom.
- Certificates of participation are distributed via email within 7 days of class completion.

Cancellation by Neuhaus

- If Neuhaus must cancel a class, participants will be offered a future class date or a transfer to an on-demand class, if applicable. If neither are viable options for the participant, a refund will be issued.

NEC will always do their best to accommodate extenuating circumstances, such as natural



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Certification Programs

This section is only applicable to the:

- Dyslexia Specialist Preparation Program (DSPP) and all applicable classes including, but not limited to:
 - Basic Language Skills (BLS) Introduction
 - Basic Language Skills (BLS) Advanced
- Online Certification Program for Dyslexia Specialists (OCPDS)

Services Paid for by Organizations

- The number of seats and service dates are confirmed between the client and Neuhaus. The number of seats reflected as “contracted” in the Neuhaus Portal are invoiced regardless of participant invitation, enrollment, or participation including no-shows.

The organization contact must:

- Input participant information in the Neuhaus Portal at least 45 days in advance of the class start date.
- Distribute materials to all participants at least 7 days prior to class.
- Ensure all participants have appropriate technology to complete the class (e.g., internet connection, camera, audio, and microphone).
- Rescheduling a class is permitted one time if 45 days written notice in advance of the class start date is provided by the client to their Neuhaus point of contact.

Participants must:

- Complete the Neuhaus Portal registration*, fulfill all pre-requisites and accept the class enrollment invitation at least 40 days before the class start date to secure their seat in the class.
- Neuhaus may recommend class and date adjustments that create an optimal experience for participants.
- Private/contract class dates should be secured with payment or a signed agreement for payment at least 60 days in advance of the class start date.

Services Paid for by Individuals

- Participants must complete the Neuhaus Portal registration*, fulfill all pre-requisites and accept the class enrollment invitation at least 40 days before the class start date to secure their seat in the class.
- Participants may reschedule a class in the Neuhaus Portal one time up to 45 days prior to the class start date. After this period, tuition is non-refundable and non-transferrable.

Refunds for Organizations or Individuals

- Tuition is non-refundable and non-transferable as of the first day of class, including no-shows.
- Neuhaus reserves the right to release individuals from class at our discretion and will issue a prorated refund to the client.



***NEUHAUS PORTAL**

Neuhaus Portal registration is only completed one time by each participant regardless of the number of classes they take. For those already registered, this step can be skipped.

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Professional Development: Classes

This section is applicable to all other NEC classes.

Services Paid by for Organizations

- The number of seats and service dates are confirmed between the client and Neuhaus. The number of seats reflected as “contracted” in the Neuhaus Portal is invoiced regardless of participant invitation, enrollment, or participation.
- Neuhaus may recommend class and date adjustments that create an optimal experience for participants.
- Private/contract class dates must be secured with payment or a signed agreement for payment at least 21 days in advance.
- Rescheduling a private/contract class is permitted one time if 30 days written notice is provided by the client to their Neuhaus point of contact.

The organization contact must:

- Distribute materials to all participants prior to class.
- Ensure all participants have individual devices with appropriate technology to complete the class (e.g., internet connection, camera, audio, and microphone).
- For **In-Person/Live-Virtual Classes**: Input participant information in the Neuhaus Portal at least 14 days in advance of the class start date.
- For **On-Demand Classes**: Input participant information in the Neuhaus Portal 1 day before access is scheduled to begin.
- For **In-Person Classes**, ensure an optimal learning space is provided. This includes the material shipment and supplies are in the room, the room has enough seats for participants with room to interact, and technology is set up for instructors.

Participants must:

- For **In-Person/Live-Virtual Classes**: Complete the Neuhaus Portal registration* and accept the class enrollment invitation at least 7 days before the class start date.
- For **On-Demand Classes**: Complete the Neuhaus Portal registration* and accept the class enrollment invitation to receive access to the on-demand class within the 90-day access period, unless otherwise stated.

Services Paid for by Individuals

- For **In-Person/Live-Virtual Classes**: Participants must complete the Neuhaus Portal registration* and accept the class enrollment invitation at least 7 days before the class start date.
- For **On-Demand Classes**: Participants must complete the Neuhaus Portal registration* and accept the class enrollment invitation to receive access to the on-demand class within the 90-day access period, unless otherwise stated.
- Neuhaus may recommend class and date adjustments that create an optimal experience for participants.
- Rescheduling a class is permitted one time if 30 days written notice is provided to the Neuhaus Registrar at registrar@neuhaus.org.

Refunds for Organizations or Individuals

- Tuition is non-refundable and non-transferable as of the first day of class, including no-shows.



***NEUHAUS PORTAL**

Neuhaus Portal registration is only completed one time by each participant regardless of the number of classes they take. For those already registered, this step can be skipped.

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Professional Development: Coaching

This section is applicable to all NEC Coaching.

Coaching Sessions

- Coaching sessions are intended for those who have completed Neuhaus professional development classes.
- Coaches only provide support for Neuhaus curriculum and resources.
- Continuing Education Unit credits are not awarded for coaching sessions.
- For organizations, one contact may be required to coordinate and communicate the scheduling process between Neuhaus and all participants.
- Participants are expected to be engaged during coaching sessions.

Virtual Coaching Sessions:

- Must be scheduled by the client and Neuhaus at least 7 days in advance.
- Scheduled coaching sessions are non-refundable but may be rescheduled one time based on availability. Written communication should be provided to coaching1@neuhaus.org.
- Each participant must utilize appropriate technology (internet connection, camera, audio, and microphone).
- Each participant's camera must be on, and participation is expected.

In-Person (On-Site) Coaching Sessions:

- Must be scheduled by the client and Neuhaus at least 21 days in advance.
- Once an in-person coaching session is scheduled it is non-refundable.

Refunds for Organizations or Individuals

- Coaching fees are non-refundable for no-shows.

Copyright Policy

This section is applicable to all NEC material.

- Neuhaus manuals and other course materials are proprietary, copyrighted works that cannot be copied or reproduced by any means, including graphic, electronic, mechanical, photocopying, etc., without the express written permission from Neuhaus. In addition, Neuhaus presentation materials such as PowerPoint presentations, overhead transparencies, lecture notes, handouts, etc. may be used only as designed for, and in conjunction with, the specific curriculum. To use Neuhaus materials in any other way requires the express written permission from Neuhaus.
- Neuhaus manuals and other course materials are meant for use between teacher and student or students. Neuhaus manuals and materials may not be used to train other teachers.
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neuhaus.org

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