



3580 INDIAN QUEEN LANE
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WWW.LEARNLISTENPLAY.COM

December 21, 2010

Dear Learn Listen Play Clients,

I would like to thank each and every one of you for being a customer of Learn Listen Play. As you may be aware, I started this organization in June of this year to introduce music and creative arts to children across the Philadelphia region. We have made tremendous progress in achieving this goal and it is all because of you. As we continue to grow, some policies will need to be updated.

Effective January 2011, we will be making the following changes in customer policy:

1. All payments are due on the 5th of each month. That means we must have your payment physically in our office by the 5th. You can still give your payment to your Learn Listen Play representative the day of your session if it is on or before the 5th. This is required to hold your scheduled sessions for the month. You can save an additional 5% for signing up for automatic payments using a Debit/Credit card.

If you need to make special arrangements, please call our office a week before your payment is due.

2. Any account that is unpaid after the 5th will incur a \$25 late fee.
3. There is a \$30 returned check fee.
4. If you no longer wish to have us come to your center, you must notify us by the 15th of the month prior to the month you wish to stop. For example: If you would like to cancel for February, you must notify us by the 15th of January.
5. If you need to reschedule a session, you must give us a 24 hour notice. In some instances, you may be charged for the missed session. If we must reschedule due to an employee being sick or an emergency, we will work with you to schedule a make-up session and will apply a \$20 credit to your account if you are notified the day of your session.
6. Late/Tardy Policy: If we are running late to your session, we must notify you 15 minutes before the start of your session. If we fail to notify you, you will receive a \$20 credit on your next invoice. If your session starts more than 15 minutes late due to us being tardy, your



session is free. We take your time seriously and we want to ensure that you and your staff are 100% satisfied with our services.

7. You must have at least 2 teachers present in the room during your session and no more than 25 children can participate in one session at a time. If you have more than 25 children, you will need to schedule additional time.
8. We no longer have different rates based on how many times we visit each month. Everyone pays the same low rates per hour whether we visit once a month, or once a week. Clients who are currently scheduled for bi-weekly/monthly visits may see a drop in price. To see our rates, please go to www.learnlistenplay.com/programs.

Some clients may receive additional terms and conditions based on your specific site. If you have any questions regarding these changes, please do not hesitate to contact our office.

Thank you very much and I wish you and your family a happy holiday season!

Sincerely,

Francis Coates III
Executive Director