Learning with love

A simple guide for families | Preparing to launch in 2027



Teach with Love. Lead with Purpose. Inspire Brilliance.

Welcome to Ms. Kelley's Little Learners! We meet your child at their current skill level, build on their strengths, and celebrate progress. Our mobile approach serves families in the Triad, including Greensboro and Kernersville, at confirmed, approved locations.

Your first three steps

1. Choose a program or start with a parent consultation.
2. Complete the enrollment packet and talk through your goals with Ms. Kelley.
3. Confirm your price, location, appointments, and payment before the first session.

Open our booking platform

If the service or time you need is not listed, email kelleys.littlelearners@gmail.com. Consultation length and any fee will be confirmed before booking.

Keep this guide. Return only your completed enrollment packet. Please ask Ms. Kelley how to return it privately; never send payment card details by email or on a form.

Choose the right support

Individual sessions and four-session packages are available. All learning sessions are 60 minutes.

Program / age	One session	Four sessions
Infant Enrichment | 6-12 months	$45	$180
Toddler Enrichment | 1-3 years*	$35*	$140*
Pre-K Readiness | 3-5 years	$35	$140
Reading & Writing | K-6	$35	$140
Math Tutoring | K-6	$45	$180

*Toddler pricing is proposed and must be confirmed before enrollment.

Infant and toddler enrichment use play, books, music, movement, and discovery. Pre-K builds early literacy, number skills, fine motor skills, and school routines. Reading and writing or math tutoring focus on your child's current needs and goals.

What your package includes

Four personalized sessions over four weeks, age-appropriate activities and materials used during sessions, parent feedback, home practice ideas, and a brief end-of-package progress update. Packages do not renew automatically. Extra sessions are purchased separately at the regular rate.

A separate one-time **$50 registration fee per child** applies to learning programs. Package payment is due before the first session. Confirm all fees and appointments with Ms. Kelley.

Feel ready for your first session

Before you begin

Share your child’s strengths, goals, communication preferences, and relevant safety needs. Bring a current assignment or a sample of schoolwork if useful; avoid sending entire confidential school records unless requested and agreed.

During your session

Infant, toddler, and Pre-K sessions require a parent or caregiver to remain present. For school-age tutoring, confirm supervision and arrival arrangements with Ms. Kelley. Have a comfortable learning space and follow the host location’s rules. Infant sessions allow time for feeding, comforting, and breaks.

Learning continues at home

Ask what your child practiced and try the simple home activities provided. Celebrate effort and small steps. Share what works so we can adjust the next session.

If your plans change

Cancel through your platform confirmation or email us at least 12 hours before the appointment. Please do not attend when your child is ill. Contact us promptly about sudden illness or family emergencies.

Your monthly schedule

Request your preferred days and times and reserve all four appointments with Ms. Kelley in advance. Availability must be confirmed; a saved card alone does not hold a time. Keep your own calendar because reminders are a courtesy.

Questions or concerns

Contact kelleys.littlelearners@gmail.com. Enrollment and routine service questions belong here; this email is not an emergency service. In an emergency, call 911.

Appointments & privacy

These policies match the website wording current on November 5, 2026.

No-show protection & 12-hour cancellation policy

Your appointment time is reserved for your child. Cancel or reschedule at least 12 hours before the appointment through your confirmation from our platform or by email. Email notice is counted from the time sent. With at least 12 hours' notice, there is no cancellation fee and a prepaid session may be transferred or credited to your family's account for future services.

With less than 12 hours' notice, the fee is 50% of that session's price. A missed appointment without notice is a no-show and the full session price applies. For a four-session package, the session price is one-fourth of the package price. A prepaid balance covers the applicable fee first; any remainder is credited to your family's account for future services. We will not deduct a session and charge a second fee for the same missed appointment. Total charges never exceed that session's price.

Any charge to a card requires the cardholder's authorization and disclosure of the fee before booking. Free consultations have no cancellation or no-show fee. Contact Ms. Kelley promptly about sudden illness or family emergencies; exceptions may be made. Please do not attend when your child is ill. If we cancel, you may reschedule or receive the full session value as credit toward your family's account for future services.

Client privacy & use of your information

We use parent, caregiver, and child information only to provide and administer your requested services: enrollment, scheduling, individualized learning plans, progress updates, family communication, payments, and service-related records. We do not sell or rent client information or use it for unrelated advertising.

We request only information needed for these purposes. Access is limited to authorized staff and service providers who need it to deliver services, our platform's booking and payment providers. Records are kept only as long as needed to serve your family and meet applicable recordkeeping requirements, then securely disposed of. Information may also be disclosed when legally required or necessary to protect a child's safety.

We will not publish your child's name, photograph, work, or testimonial without separate parent or guardian permission. Parents or guardians should complete booking and enrollment; children should not submit their own personal information. Email us to request access, corrections, or deletion of your information, subject to required records retention. Our booking and payment platform provider handles information submitted through its service under its own privacy notice.

Packages & our promise

Monthly packages, priority scheduling & cards on file

Learning programs are available as individual 60-minute sessions or four-session monthly packages. Individual sessions are purchased and scheduled separately; the monthly package scheduling and card-on-file arrangements below apply to package purchases. Each monthly package includes four 60-minute sessions over four weeks. When purchasing a package, we work with you to reserve all four appointments in advance and request your preferred recurring day and time. Times are reserved once confirmed by Ms. Kelley, subject to teacher and location availability. A card on file alone does not reserve a time or guarantee availability.

Monthly package families are asked to maintain a valid payment card on file through our platform, with separate signed cardholder authorization. Card details belong on our platform's payment process, never in an email, text, website message, or learning record. We do not keep full card numbers or security codes in our own files.

The authorization will state the permitted charges, amount or method of calculation, and when a charge may occur. It may cover an approved package purchase and cancellation or no-show fees under the policy above. Saving a card does not authorize automatic monthly renewal. Each new package must be approved and its payment and schedule confirmed before the next four-week period. A card supplied for one appointment's no-show protection is separate from permission to save it for future purchases.

You may ask to update or remove a saved card or revoke future payment authorization by contacting us. This does not erase valid charges already incurred. If you prefer not to save a card, contact Ms. Kelley before enrollment to discuss an alternative prepayment arrangement. We will confirm any alternative before reserving sessions. Reminders are a courtesy; please keep track of your confirmed appointments.

Our service guarantee

We promise respectful, inclusive, personalized teaching; preparation for your child's sessions; clear communication; and practical feedback to support learning at home. Every child develops at a different pace, so we do not guarantee a particular grade, test score, milestone, or result within a set time.

If a session does not meet these service commitments, contact Ms. Kelley as soon as possible with the concern. We will listen, review what happened, and agree on a practical response, such as adjusting the learning plan or teacher match. If we did not provide the agreed session service, you may choose a replacement session or an account credit for that affected session. Eligible unused-session balances are credited to your family's account under our account credit policy.

Account credits & next steps

Account credit policy

Eligible balances are issued as credit toward your family's account for future services only, rather than cash or refunds to a payment card. This policy applies to new purchases made after it is disclosed and accepted. Previously agreed purchase terms remain in effect unless you agree to a change. Any refund required by applicable law will still be honored.

The one-time $50 registration fee is nonrefundable and is not eligible for account credit once enrollment is confirmed, except if we cannot provide the agreed program or applicable law requires otherwise. Completed sessions do not qualify for account credit unless the service guarantee applies.

You may discontinue a package and request account credit for eligible unused sessions. We calculate the credit from the package price divided by four, less completed sessions and any applicable cancellation or no-show fees. We do not reprice completed sessions at a higher rate. An unused session cancelled at least 12 hours in advance is eligible for its full value in account credit. Late cancellations and no-shows follow the cancellation policy, with no duplicate charge.

If we cancel a session or cannot deliver the remaining program, you may reschedule or receive account credit for the affected unused services. If we cannot provide the program at all, the registration fee is also eligible for account credit. Any refund required by applicable law will still be honored.

Account credits are recorded in dollars on your family's service account and applied to future services when booked with Ms. Kelley. They are not a payment-card refund or an automatic reservation. We will confirm the balance and any amount still due before booking. Credits do not expire and are not redeemable for cash, except as required by law. Future appointments remain subject to availability.

To request or use a credit, email kelleys.littlelearners@gmail.com with the parent or guardian's name, program, appointment dates, and reason for the request. Do not include card details. We aim to review requests within five business days and confirm the credit in writing. These policies do not limit rights provided by applicable law.

Ready to get started?

Complete the enrollment packet, review your choices with Ms. Kelley, and keep a copy of your confirmed plan. Photo permission is optional. Card-on-file permission is handled separately through our platform; this guide and packet do not authorize card charges.

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