



Please carefully review the policies and procedures related to the classes you are going to take with Contigo Language Learning (Contigo LL for future mentions) and contact us if you have any questions.

Policies and Procedures

1. For private and group classes, we required you to schedule a minimum of 6 classes.
2. You must make the class payment prior to class start day.
3. We reserve the right to dismiss any student from class based on disruptive conduct. We will contact parents/guardians to take steps together based on the class rules. If after two more warnings no behavior improvement is made, a parent or any other approve adult from the family must be in class supervising the kid. After this, the next step is to withdraw a student of the class. No refunds are issued in such cases.
4. We request that you (parent or student) email, text, or call us if your child or you are going to be absent so the teacher can be notified within 2 days in advance. (626) 416-6220 or contigolanguage@gmail.com
5. For in-person classes with a minor, an adult must always be around, not exactly in class but close enough to supervise when teachers are conducting the class.
6. All questions regarding schedule, prices, materials, class changes, etc. must be discussed with Contigo LL administration only NO Exceptions.
7. Teachers are not allowed to receive any payment directly from parents/students.
8. For in-person kids group classes. Parents have a 5 minutes grace period to pick up your child after class, but we encourage you to promptly do it at class dismissal time. After the 5 minutes grace period, you will be charge with \$1 per every minute late.
9. You are required to sign your child in and out of each class.

Cancellation and refund policies.

10. Contigo LL reserves the right to cancel any class due to minimum enrollment.
11. All class's cancelled due to low enrollment will receive a full refund for the class.
12. We do not provide makeup classes or refunds for missing a scheduled class without notification.
13. For group classes, there is no makeup class if only part of the students is missing the class, unless the whole group will not be able to attend class. If this occur, you need to notify at least 24 hours before the class start.
14. If Contigo LL cancels a class due to an emergency, we will reschedule a makeup class, but if rescheduling is not possible, we will make a refund or give a class credit during the following two weeks.
15. When you book a class, you are holding a space on our calendar that is no longer available to any other students. To be respectful of teachers and students, please call or email us within 72 hours to let us know you are unable to continue classes.
16. Private or group cancellations made 5 days or more in advance of the class date, will receive a 100% refund. Cancellations made within 3 or 4 days will incur a 20% fee. Cancellations made within 48 hours to the event will incur a 30% fee. Cancellation made within less than 48 hours only a class credit. Credit expires within 90 days.
17. If you wish to withdraw your child from the class and receive a refund for the remaining classes, you must notify it via email 72 hrs before the next class. There will be a 30% fee of the remaining amount.
18. **Disclosure:** By registering for any class, you give permission to Contigo LL to take pictures or video of students to be included in videos, photos, the website, or any other promotional material. That will be sue for marketing purposes as they relate to the general promotion of our program to other schools or community members, (no tagging or names are displayed if posted). **You may email us your restrictions on permission for video or photos.** You are not entitled to any payment of any kind for use of images in the above cases.
19. Registering for this program signifies you agree with these terms and policies.