At Contigo Spanish, we strive to provide a positive, organized, and supportive learning environment. Please review the following policies before registering for our classes.

1. **Registration and Tuition**

Group Classes: Registration covers the entire session, not individual classes. Full tuition must be paid before the session begins. Pay-as-you-go payments are not available for group classes.

Late Enrollment: Students joining an ongoing session will pay an adjusted tuition based on the remaining classes. Payment is required before their first class.

Sibling Discount: When two or more siblings enroll in group classes, one pays full tuition and each additional sibling receives a 10% discount. If tuition rates differ, the discount applies to the lower-priced enrollments. Discounts cannot be combined with other promotions unless approved by Contigo Spanish.

2. Group Class Absences and Makeup Policy

Absences: Parents or adult students should notify Contigo Spanish as soon as possible when a student will miss class.

Makeup Classes: Missed classes may be made up only if another group of the same or a similar level is already scheduled on a different day of the week and has available space. Parents must notify Contigo Spanish and receive confirmation before attending.

Makeup Restrictions: Makeup classes must be completed within the same session and cannot be carried over to future sessions. Individual makeup lessons or additional group classes will not be arranged for student absences. If a student misses a confirmed makeup class, no further makeup opportunity will be provided.

Refunds and Credits: Makeup classes are not guaranteed. Student absences do not qualify for refunds, credits, or tuition discounts, even when reported in advance.

Prearranged Absences: Families who know they will miss specific dates due to previously scheduled travel or other commitments may request a tuition adjustment before enrolling and

paying. Adjustments require approval from Contigo Spanish and written confirmation specifying the dates. Once the session begins, no additional adjustments or retroactive discounts will be granted for student absences.

3. Private Lessons and Tutoring

Payment: Private lessons may be booked and paid for individually or as part of a package. Payment is required before the scheduled lesson.

Cancellations and Makeups: Lessons must be canceled or rescheduled at least 24 hours before the scheduled start time. Lessons canceled within this period may be rescheduled, subject to instructor availability and confirmation from Contigo Spanish. Makeup lessons must take place within 30 days of the original date.

Late Cancellations: Cancellations with less than 24 hours' notice and no-shows are charged in full and are not eligible for makeup lessons, refunds, or credits.

4. Cancellations and Refunds

Before the Session: Cancellations made at least five calendar days before the session begins receiving a full refund. Cancellations made less than five days before the session begins incurring a 25% fee based on the total tuition, with the remaining 75% refunded.

After the Session Begins: Tuition is non-refundable for voluntary withdrawals or discontinued attendance, subject to applicable law. Families experiencing exceptional circumstances may contact Contigo Spanish. A credit toward future classes may be considered but is not guaranteed. Approved credits are non-transferable and cannot be exchanged for cash.

Cancellations by Contigo Spanish: If an entire group session is canceled before it begins, a full refund will be issued. If Contigo Spanish cancels an individual class, a makeup will be arranged when possible. Otherwise, a proportional credit or refund will be provided.

Schedule Changes: If a group schedule needs to change during an active session, Contigo Spanish will consult the families before making changes. The original schedule will be maintained whenever possible if a suitable alternative cannot be agreed upon.

5. Student Conduct

Students are expected to respect teachers, classmates, and classroom rules. If behavior repeatedly disrupts the class, Contigo Spanish will contact the parents to discuss solutions.

Continued disruptions may require additional adult supervision or result in withdrawal from the program. Serious safety concerns may result in immediate removal from class.

6. Student Safety, Supervision, and Pickup

Supervision: Contigo Spanish supervises students during their scheduled class time. Early drop-offs and extended stays are not permitted without prior approval.

Drop-off and Pickup: Parents must drop off and pick up their children on time. Students may leave only with a parent, guardian, or authorized adult. Required check-in and check-out procedures must be followed.

Late Pickup: A five-minute grace period is allowed after class ends. Beginning with the sixth minute, a fee of $1 per minute applies. Repeated late pickups may affect continued enrollment.

Extended Stays: Students may not remain on the premises before or after class to wait, assist teachers, volunteer, or participate in other activities without prior authorization. Any approved extended supervision must be arranged separately and may involve additional fees.

7. Communication and Administration

All questions regarding enrollment, scheduling, payments, absences, makeup classes, and tuition adjustments must be directed to Contigo Spanish administration.
Instructors are not authorized to collect payments or approve schedule changes, makeups, discounts, refunds, or special arrangements.

8. General Policies

Late Arrivals: Students who arrive late may join the class in progress, but all classes end at their scheduled time. No additional time will be provided.

Exceptions: Any exceptions to these policies require approval and written confirmation from Contigo Spanish. Exceptions apply only to the specific circumstances approved and do not establish a precedent for future requests.

Acceptance: By completing registration, parents, guardians, and adult students acknowledge that they have read and agree to these policies.

Email: contact@contigospanishlearning.com
Phone: (626) 863-2012
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