



At Contigo Spanish Learning, we are committed to providing you with a smooth and enriching language-learning journey. To ensure clarity and cooperation, please familiarize yourself with the following policies and procedures:

Policies and Procedures

- 1. Class Scheduling:** Private and group classes require a minimum booking of 6 sessions to ensure consistent progress.
- 2. Payment:** Class payment must be made prior to the first day of class.
- 3. Behavioral Conduct:** We uphold a positive learning environment. Disruptive conduct may result in student dismissal. Parents/guardians will be contacted to address the issue. Continued disruptive behavior may require an adult to supervise the student during class. After this, the next step is to withdraw a student from the class. No refunds are issued in such cases.
- 4. Absences:** Kindly notify us 2 days in advance via email, text, or call if your child or you will be absent from class. Contact: (626) 863-2012 or contact@contigospanishlearning.com
- 5. In-Person Classes:** For minors attending in-person classes, an adult must be nearby to supervise.
- 6. Communication:** All inquiries regarding scheduling, pricing, changes, etc. must be directed to Contigo administration only, not instructors.
- 7. Payment Handling:** Instructors are not authorized to receive payments directly from parents/students.
- 8. Pick-up Policy for in-person group classes:** Parents have a 5-minute grace period for picking up their child after class. Afterward, a fee of \$1 per minute will apply.
- 9. Attendance:** Signing in and out for each class is mandatory for group classes.

Cancellation and refund policies.

10. Class Cancellation by Contigo: We reserve the right to cancel classes due to low enrollment. Refunds will be provided for canceled classes.

11. Class Cancellation - Refund: If a class is canceled by Contigo, a full refund will be issued.

12. Makeup Classes: No makeup classes or refunds are provided for missed classes without prior notification.

13. Group Makeup Classes: Makeup classes for partial student absence will not be provided unless the entire group cannot attend. Notify us 24 hours before class if this applies.

14. Contigo Class Cancellation due to an emergency: In case of class cancellation due to an emergency, we will offer a makeup class, a class credit that can be used for another class in the future, or a refund within the following three weeks.

15. Cancellations by Students: 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. Refund Policy: Cancellations made 5 or more days in advance receive a 100% refund. Cancellations within 3-4 days incur a 20% fee. Cancellations within 48 hours result in a 30% fee. Cancellations within **less than 48 hours are eligible for class credit, valid for one semester.**

17. Withdrawal and Refund: To withdraw from classes and receive a refund for the remaining sessions, notify us via email 72 hours before the next class. A 30% fee of the remaining amount will apply.

18. Acceptance of Terms: Registering for our program signifies your agreement with these terms and policies.

Thank you for choosing **Contigo Spanish Learning** for your language education journey. These policies ensure a harmonious and effective learning experience for everyone involved. Should you have any questions, please don't hesitate to reach out to us.

Email: contact@contigospanishlearning.com

Phone: (626) 863-2012

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