

Notify teacher within 24-hours if you cannot attend a private class

- Private classes can be made up ONLY if notification was given 24 hours before day the class was scheduled to take place.
- 100% Spanish teachers make every effort to reschedule 1 class per pre paid term.
- Self-Assembled classes can be made up ONLY if notification was given by all members of the group 24 hours before class was scheduled to take place. Unfortunately, NO make up classes will occur when a subset of a self-assembled group misses its classes.

Complete all your private classes within your pre paid term

- Classes not used within your pre paid term will be lost.
- Regular or make up sessions need to take place within your pre paid term.
- If you travel constantly or you have a variable schedule, plan ahead to meet more times in weeks when you know you will be in town.
- If your circumstances change, talk to your teacher about changing your schedule (subject to availability.)

Attend all your group classes

- Small group classes or with group classes built by you with additional people added by 100% Spanish do not allow you to schedule make ups. If you foresee that you will be missing some of these classes, we recommend that you have private classes, which provide more flexibility.

Do your homework

- Do your homework so that you can progress at the same pace your peers do.

Show up on time

- Do not be late. Classes start and finish at the designated time.

Attend regularly

Time slots are assigned to you only for the pre paid term you are currently registered for. In order to keep your assigned time slot after your current pre paid term expires, you need to do one of the following:

- Authorize us to charge your credit card 5 business days prior to the end of each term for a pre-agreed number of terms. This convenient option requires enrollment in recurring payments.
- Pay the term(s) that follow 10 business days prior to finishing the current term and attend all classes during your current term.

If it snows or there is a storm check if class will take place

- Unfortunately, we are not able to issue refunds for classes which have been postponed due to inclement weather. We will make every effort to reschedule sessions as quickly as possible.

Enjoy holiday breaks unless you all agree on having sessions

- Sessions may not be held during certain holidays. In this case, your term would be extended accordingly. Sessions will take place during holidays if student(s) and teacher agree on having the session. For a list of holidays contact 100% Spanish.

100% Spanish does not offer refunds; there is a \$39 fee on all returned checks

Do not make side deals

- 100% Spanish invests considerable resources recruiting and training teachers, monitoring quality and remunerating teachers with a competitive salary and benefits. To protect this investment, students, and/or relatives or friends of students are not allowed to make side deals with teachers in which 100% Spanish is not involved, for a period of three (3) years immediately following termination of the last pre paid term.
- If a side deal is discovered, student agrees to forfeit all remaining hours and pay 100% Spanish \$1,000 in damages per infraction and all legal fees incurred to collect the fines.
- Student also acknowledges that this infraction will cause the teacher to lose his/her job, and pay a \$2,000 (two thousand dollars) fine and all legal fees incurred to collect the fines.

Accept new teacher if a replacement needs to be made

We will make a genuine effort to assign you the same teacher for as long as your pre paid term lasts. 100% Spanish reserves the right to assign you a new teacher at anytime.

Classes are 55 minutes long

- In order to allow teachers time to review your information and take a small 5-minute break in between classes the actual class time will be 55 minutes.