



Spanish Time® Policies

***All policies apply during the School Year and Summer. See additional summer policies in red below!**

REFUND POLICIES:

- ◆ **Refunds: NO REFUNDS, UNLESS WE CANCEL A CLASS. NO EXCEPTIONS.**
- ◆ **Enrollment:** Enrollment is considered continuous until Spanish Time® receives a thirty day written notice to withdraw the student. (Outstanding tuition is due at this time). **(Not applicable in summer)**
- ◆ **Class Cancellations:** We reserve the right to cancel classes that do not reach our minimum enrollment, and refund those registered students in full.

ABSENCE & MAKE-UP POLICIES:

- ◆ **Absences:** We do not refund/prorate absences due to illness, vacation or unforeseen circumstances.
- ◆ **Holidays:** Spanish Time is closed on public school holidays. We follow the Scottsdale Unified School District (SUSD) calendar. No make-ups or refunds for these holiday closures. (See our website Calendar)
- ◆ **Make-Up Classes:** If absent, a student may attend the week before or after the missed class, if another class and space are available (or forfeit missed class). Must contact office to schedule a make-up class. Parents keep track of missed classes & make-ups. **(Not applicable in summer camps)**
- ◆ **Optional Private Make-Up:** If a student misses class, a private lesson taught at our Education Center, may be purchased at the discounted rate of \$25/hour to cover any missed material.

PAYMENT OPTIONS (NO REFUNDS FOR PREPAID FEES. NO EXCEPTIONS.)

- ◆ **Monthly:**
 - ◆ Monthly payments are due by the 20th of each month for the next month's classes.
 - ◆ There are 10 equal payment installments for all of our school year programs.
- ◆ **Semester Pre-Pay & Save:**
 - ◆ Payments due upon registration & Dec 15th.
 - ◆ There are 2 equal payment installments for the school year program.
- ◆ **School Year Pre-Pay & Save:**
 - ◆ Payment in full due upon registration, unless otherwise indicated by Spanish Time.
- ◆ **Private Lesson Payments & Policies:**
 - ◆ Students pre-pay per hour on a monthly basis.
 - ◆ Your day & time is only reserved once we have a completed registration packet and payment.
 - ◆ Private students only receive credit for canceled class if Spanish Time is notified a min. of 72 hrs. prior to scheduled class. Class must be used within 30 days or forfeited. Last minute cancellations are forfeited.

DROP OFF/PICK UP & SNACK POLICIES

- ◆ **Child Drop Off & Pick Up:** Parents have a 5 minute window to drop off or pick up kids before and after class. Late fees of \$1/min. apply after that.
- ◆ **Open Door Policy:** For our new students, we allow parents to remain in class for a short while (10-15minutes) to help with the transition. After transition, we ask that parents not remain in class as it becomes a huge distraction. For special occasions, please contact the office to make arrangements in advance.
- ◆ **Waiting:** Our school is super small so while we do not provide a "waiting area" for parents, there are several local places to "hang out & shop" around our school. Contact us for further information.
- ◆ **Snacks:** All classes of 2hrs or more, Students bring a snack & drink/water bottle.
- ◆ **Lunch:** Half Day pm classes or Full Day classes, students bring 2 snacks, a drink, & lunch!
- ◆ **Summer Camps:**
 - ◆ **Half Day (AM):** Students bring a snack & water bottle.
 - ◆ **Half Day (PM):** Students bring a snack, water bottle, & lunch.
 - ◆ **Full Day:** Students bring 2 snacks, water bottle, & lunch.