

Palabras

LANGUAGE SCHOOL & CULTURAL SERVICES

POLICY FORM

Welcome! ¡Bienvenidos! Bienvenue! Benvenuto! We are truly honoured that you have chosen Palabras Language School & Cultural Services and we are certain that your experience with us will be a rewarding and positive one! Please read the following information about Palabras, our policies, and other important student information, and please keep this form for your records. All registered students of Palabras agree to adhere by the terms and conditions outlined in their registration form as well as in this policy form. If you ever have any questions or concerns, please do not hesitate to contact us by phone at: 519-576-8839 or via email at: info@palabraslanguageschool.com

ABOUT PALABRAS

Established in Kitchener in 1995, Palabras Language School & Cultural Services is a private learning institution. Palabras is independently owned and operated and is not affiliated with any other language school, learning institution, or government agency. The main office, bookstore, and classrooms are located at 583 Frederick Street in Kitchener. Palabras offers small group, private, and semi-private language instruction. Palabras provides a fun, relaxed, and informal learning atmosphere and tailors its language instruction to suit the specific needs and requirements of its students. Courses are taught by knowledgeable instructors who are experienced, native speakers with total insight into the language and culture. Palabras also specializes in corporate language training for companies/organizations conducting business in foreign language-speaking markets. Palabras offers a wide variety of language and cultural learning materials such as textbooks, dictionaries, novels, children's books, audio learning systems, CDs, DVDs, and magazines at its bookstore. Cultural services offered by Palabras include Latin-American culinary workshops, translation and interpreter services, as well as other special cultural events. Palabras operates throughout the year and is closed on Sundays and all statutory holidays.

MISSION STATEMENT

Palabras is committed to encouraging a fun, relaxed, and positive learning atmosphere in which everyone is treated with respect and understanding, and in which the student receives the most personal attention and speaking practice possible. Palabras is dedicated to providing the best conversational language instruction and tailors its instruction to the individual or small group. Palabras believes in offering high quality instruction by using a wide variety of teaching methods and styles, always with the student in mind, and effectively accomplishes learning in the least amount of time.

REGISTRATION TERMS & CONDITIONS

Registering for a course at Palabras can be done in person at our location, by phone at: 519-576-8839, or online. The online registration form can be found on our website: www.palabraslanguageschool.com. Full payment must be received upon submission of the registration form in order to process registration and reserve the student's spot in the chosen course or to schedule any private or semi-private instruction time. Accepted methods of payment include cash, debit, cheque, Visa or MasterCard. Please make cheque payable to "Palabras Language School". Registration for all small group courses is processed on a first-come, first-served basis, as space is limited.

In order to maintain the highest level of service to our students, **no refunds will be granted within 7 business days or less prior to the registered student's start date (of any type: private, semi-private, or small group)**. A \$50.00 administration fee applies to registered students who cancel instruction more than 7 business days prior to their scheduled start date. There is a \$55.00 charge for NSF (Non-Sufficient Funds) cheque. Corporate credit cards are subject to a 2.5% processing fee. Language instruction is **non-transferable** from the registered student to any other individual/student.

Small group course students are required to register for a course by its corresponding start date and students must complete their course during that course's specified term duration. **No refunds, partial refunds, postponements, or substitutions are permitted for students who do not attend or stop attending their small group course.** Private and semi-private students are required to register for a term of lessons, which must be paid in full at the time of registration, and all instruction hours must be completed within the designated term length. **No refunds, partial refunds, postponements, or substitutions are permitted for students who do not attend or stop attending their private or semi-private lessons.**

ATTENDANCE

Palabras offers a wide range of language courses at varying levels and at different days and times throughout the week; as such, it is necessary to attend your class as scheduled. **It is your responsibility as a student to make the necessary arrangements in your schedule to attend your class.** Attendance is vitally important in making the most out of your language learning experience, not only for knowledge acquired through the lessons taught by the instructor, but also to gain the speaking practice that is necessary in order to learn a language. **Palabras will not be held responsible for students' missed classes and no refunds or partial refunds will be granted for any missed classes.**

PRIVATE & SEMI-PRIVATE RESCHEDULING POLICY

In case of illness or special circumstance requiring a private or semi-private lesson to be rescheduled for another date or time, **rescheduling notice of at least 48 hours (2 business days) prior to the scheduled class is required in order to reschedule without loss of that lesson's instruction time (private or semi-private lesson only).**

STUDENT CONDUCT

Students attending language classes are voluntary learners, therefore, participation and co-operation is expected, as it is the only way to acquire and assimilate the information of a second language. Students are expected to behave in a respectful manner toward the instructor and other students within the class and institution at all times. In order to maintain a safe and positive learning environment, Palabras reserves the right to refuse instruction to any student who comes to class intoxicated, or who causes disruptive or disrespectful behaviour towards the instructor and/or other students (e.g. excessive use of foul language, demeaning other students' participation, etc.) which adversely affects the learning atmosphere. This absence will be regarded as a missed class which cannot be rescheduled or refunded. Palabras is a smoke-free environment and smoking is strictly prohibited on school property.

LATIN-AMERICAN CULINARY WORKSHOP

All culinary workshop registration payments are non-refundable. No refunds will be granted for individual or group cancellations. If for any reason the culinary workshop on the date specified is cancelled by Palabras, the student will be enrolled in the next available workshop date. Culinary activities have inherent risks, dangers, and hazards, and participation in such workshops and events may result in injury, illness, or death. Palabras and each of its present and former owners, principals, members, agents and employees are not liable for damage, losses, personal injury, or death resulting from participation in Palabras culinary workshops or events. Although every attempt will be made to accommodate a student's food allergies, sensitivities, or special dietary considerations, the student assumes full liability for any adverse reactions due to exposure to any allergens.

PARKING & PUBLIC TRANSPORTATION

Palabras is centrally located in the Kitchener-Waterloo area, at 583 Frederick Street in Kitchener, at the corner of Frederick Street and Bruce Street. Plenty of on-site parking is available, with the parking lot entrance at the front of the building on Frederick Street. Grand River Transit stops are conveniently located at the front of the building on Frederick Street.

