

# Palabras

LANGUAGE SCHOOL & CULTURAL SERVICES

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## POLICY FORM

Welcome! ¡Bienvenidos! Bienvenue! Benvenuto! We are truly honoured that you have chosen *Palabras Language School & Cultural Services* for your language learning needs! 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 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, independently owned and operated learning institution that 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. The school operates throughout the year and is open Monday-Friday, Saturday by appointment only, and closed 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

Registration can be completed **in person** at our school, by **phone** at: **519-576-8839**, or through our **online registration form**, which can be found on our website: **www.palabraslanguageschool.com**. **Full instruction fee payment** must be received upon submission of the registration form in order to process registration and reserve the student's spot in the chosen **Small-Group** course, or to schedule any **Private** or **Semi-Private** instruction time. Students may not commence instruction until registration has been confirmed and payment has been processed. Accepted methods of payment include: cash, debit, e-Transfer, Visa, MasterCard, or cheque. Cheque must be received two weeks prior to the start date to allow for processing time. Please make cheque payable to "Palabras Language School". There is a \$55 charge for Non-Sufficient Funds (NSF) cheque. Corporate credit cards are subject to a 5% convenience fee. Once registration is complete, students will receive a confirmation of their registration by email.

Registration for all **Small Group** courses is processed on a first-come, first-served basis. **Small Group** students are required to register for a course by its specified start date, and students must complete their course during that course's specified term duration. **No refunds, partial refunds, postponements, make-up classes, or substitutions are permitted for students who do not attend or stop attending their Small Group course.**

**Private** and **Semi-Private** student(s) 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, make-up classes, or substitutions are permitted for student(s) who do not attend or stop attending their Private or Semi-Private lessons.**

### REFUND POLICY

**All instruction fee payments and learning materials purchases are non-refundable.** Language instruction is **non-transferable** from the registered student to any other individual/student. **No refunds, partial refunds, postponements, make-up classes, or substitutions are permitted** for student(s) who do not attend or stop attending their **Small Group** course or **Private** or **Semi-Private** lessons.

### PALABRAS COURSE CANCELLATION POLICY

If for any reason a **Small Group** course is cancelled by *Palabras*, registered students will be notified by email prior to the start date and will be given the option of waiting for the next available start date or a full refund for the instruction fee payment will be issued.

### COMMUNICATION

**Email** is the primary method of communication *Palabras* uses with its students. It is the student's responsibility to ensure that the email address which they have provided to *Palabras* at the time of their registration remains active, and to check their email for any school communications, such as: scheduling notifications, inclement weather closures, updates, etc.

### SMALL GROUP COURSE 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 for the student to attend their class as scheduled. **It is the student's responsibility to make the necessary arrangements in their schedule to attend their class.** Attendance is vitally important in making the most out of the 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. **No partial refunds, make-up classes, or substitutions will be granted for any missed Small Group classes.**

### PRIVATE & SEMI-PRIVATE LESSON RESCHEDULING POLICY

Rescheduling of a **Private** or **Semi-Private** lesson must be made **AT LEAST 2 BUSINESS DAYS** prior to the scheduled lesson in order to **reschedule the lesson for another date and time.** The student(s) must notify *Palabras* by email or phone, Monday-Friday, between 9 AM – 3 PM). Rescheduling requests will **NOT** be taken on weekends. **Private** or **Semi-Private** lessons cancelled with less than 2 business days' notice or "no-shows" will be considered a **forfeited lesson** and that lesson's instruction time will not be made up. The lesson rescheduling policy is applicable to **Private** or **Semi-Private** instruction only.

### INSTRUCTOR ABSENCE/LESSON CANCELLATION BY PALABRAS

In the event that the instructor becomes unavailable to teach a **Small Group** class, it is *Palabras'* policy to find a suitable substitute instructor for the class. If no substitute is available, students will be notified as soon as possible via email, and the class will be rescheduled for a later date. In the event that the instructor becomes unavailable to teach a **Private** or **Semi-Private** lesson, it is *Palabras'* policy to find a suitable substitute instructor for the lesson. If no substitute is available, the student(s) will be notified as soon as possible via email, and the lesson will be rescheduled for a later date.

### SCHOOL CLOSURE DUE TO INCLEMENT WEATHER

For school closure due to **inclement weather**, please note that *Palabras* closely follows local school board and college/university announcements. If the majority of these learning institutions decide to close due to inclement weather, for the safety of our students and staff, *Palabras* will follow suit and also close and cancel all previously scheduled lessons for that day. In the event of a closure, all affected students will be notified by **email** as soon as possible. Any classes (of any type: **Small Group**, **Private**, or **Semi-Private**) cancelled due to inclement weather closure will be **rescheduled**.

### STUDENT CONDUCT

Students attending language classes at *Palabras* 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 and discretion 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* does not assume any responsibility for personal property lost, damaged, stolen or left unattended on school premises. *Palabras* does not assume any responsibility for the well-being and safety of minors who are left unattended on school premises. ***Palabras* is a smoke-free environment and smoking is strictly prohibited on school property. No outside food or beverages, with the exception of eco-friendly, non-disposable beverage containers, are permitted in the school and classrooms.**

### LATIN-AMERICAN CULINARY WORKSHOP

All **Latin-American Culinary Workshop** fees are **non-refundable**. No refunds will be granted for individual or group cancellations. If for any reason the **Latin-American Culinary Workshop** on the date specified is cancelled by *Palabras*, registered participants will be notified by email prior to the workshop date and will be given the option of waiting for the next available workshop date or a full refund for the workshop fee payment will be issued. 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* **Latin-American Culinary Workshops** or events. Although every attempt will be made to accommodate a participant's food allergies, sensitivities, or special dietary considerations, the participant assumes full liability for any adverse reactions due to exposure to any allergens.

### PARKING & PUBLIC TRANSPORTATION

*Palabras* is located at 583 Frederick Street in Kitchener, at the corner of Frederick St. and Bruce St. On-site parking is available, with the lot entrance at the front of the building on Frederick St. Public parking is also available on Bruce St. GRT stops are conveniently located in front of the building on Frederick St.

