

# SPANISH IN WATERBURY CENTER

## Class Payment, Refund & Attendance Policy

*Spanish in Waterbury Center* provides a high quality and reasonably priced learning experience that meets or exceeds student expectations. Every effort is made to carefully prepare courses and course materials in advance. Our policy for payments, refunds and attendance is described below. We ask for your cooperation and understanding.

**Payment:** Course enrollment is typically scheduled on a per session basis, with each session consisting of 10 classes. Payment is due in advance, before the session begins. We keep classes sizes small to maximize participation by every student, so space is limited. Your payment reserves your place in class.

**Withdrawal and Refunds:** Students wishing to withdraw from a course after only one class are entitled to a 100% refund of the course fee. This is your money-back satisfaction guarantee. Sometimes a student is unable to continue a course and wishes to withdraw. Under such circumstances, a course fee refund may be requested. Refunds will be provided according to the following refund table. The refund will be calculated based on the date when we receive the withdrawal notification. Students signing up for a partial session (after the session has started, for a reduced price and number of classes) are not eligible for a withdrawal refund.

Withdrawal Prior to:	Amount of Refund
the second class	100% of course fee
the third class	75% of course fee
the fourth class	50% of course fee
the fifth class	25% of course fee
the sixth class	None

Any books and materials on loan from SWC must be returned before a refund can be issued.

**Low Enrollment:** In the event that a class is under-enrolled, we may need to modify our advertised course schedule. We are almost always able to accommodate everyone, but sometimes schedule adjustments are necessary. If such a change is not to your satisfaction and you cannot attend, we will provide a full refund upon request.

**Attendance:** Make-ups for missed classes are not guaranteed but are often possible, such as by attending a similar class offered at another time. We ask that as a courtesy, you notify us if you are unable to attend a class. Classes cancelled due to winter storms will be rescheduled.

We want to treat everyone fairly. Special circumstances will be addressed on an individual basis.