

CPI CANCELLATION POLICIES

This information is provided to avoid miscommunications; if you have any questions regarding CPI policies, please do not hesitate to inquire in the office.

a) Program Refunds

- A. CPI does **not** under any circumstance give cash refunds to students should they not finish the program or any part of the program for which they have registered.

Should a severe emergency occur in which case the student must return to their home country, written documentation proving the emergency must be provided to receive an 80% refund. This refund policy applies only to students who have paid their programs directly to CPI and only for Spanish classes or home stay option. Apartments do not apply.

These same rules apply for on line payments made prior coming to Costa Rica.

- B. If the student is unable to finish the program for which s/he has registered they will be given a credit valid for the period of one year. This credit is not transferable to another person and will take effect one month after being issued. This rule applies only for Spanish classes or homestay option (not applicable to apartments).

C. Payment:

The program deposit is non-refundable; however, it may be applied to a new program within six months of the postponed program. Deposits are non transferrable and may only be applied to the student of the original deposit.

We request that you pay in full the first day of class or via internet before coming for the program for which you have registered.

We accept personal checks in USD\$, bank cashier's checks, cash and credit cards (only VISA or MASTERCARD). If for some reason you decide to pay one week at a time, you will pay the weekly price and not the price of the 3 or 4 week program divided by 3 or 4 consecutively.

b) Dividing your time between campuses

- A. If you plan to divide your studies among locations, please pay careful attention in selecting the number of weeks you wish to spend at each CPI campus. The schedule you note on the application is the one you will follow.
- B. In the event, once in Costa Rica, it is necessary to make a schedule change, you need to complete the following procedure;
- Talk to CPI office staff to check on availability in the campus that you are interested in moving to
 - If there is campus availability, no less than 2 weeks in advance notify the administration of the schedule change
 - Pay a \$75 rescheduling fee.
- C. If you start at one campus and then move to another you must terminate your studies at the second campus. For instance, if you study for 3 weeks, you cannot spend one week in Heredia, one week in Monteverde and then spend your last week in Heredia.

c) Homestays

- A. You may begin your homestay the Sunday prior to your first day of class on Monday. If you are in the homestay and require any additional days due to a flight arriving before Sunday, you must pay CPI for this extra night. Likewise, when you transfer between schools, you must do this no later than Sunday. Should you want to move into your next homestay before this then you must pay for the extra nights (before arriving to the next campus).

- B. For 4 nights of homestay, the weekly rate applies.
- C. To ensure the safety of all parties, it is prohibited to have late night or overnight guests; disregarding this policy may incur forfeit of homestay privileges.
- D. Under no circumstances may the students remain in the homestay after classes terminate. Absolutely no private arrangements may be made between students and host families as the families are under contractual agreement with CPI.
- E. In the event that it is necessary, CPI can move the student to another family. If a student does not want to stay with another homestay family, CPI does not give refunds or pay for other accommodations.

d) Apartments & rooms rented through CPI

Reservation Policy

- We require a 10% non-refundable deposit, which is applicable towards the total cost of your reservation. If we do not receive your deposit in one week from the booking, it will be cancelled.
- One month before your reservation start you have to pay it in full. If we receive your booking request one month before your reservation start, you have to pay the reservation in full, rather than the deposit.
- If a student wants to adjust or postpone the reservation, he or she must do so at least one month prior to the starting date.

Cancellation policies

- One month advance notice prior to the starting date of the reservation:
No additional charge (except the deposit)
- Less than one month advance notice prior to the starting date of the reservation:
One week of the accommodation reserved will be charged. If the reservation is for more than 1 week, the remaining weeks of accommodation will be refunded through international bank transfer, and the student will pay the bank fees. If the student is in Costa Rica, and he/she is cancelling the reservation from other CPI campuses apply the same cancellation policy.
- Once the student starts his/her staying in the apartment, room or villa, CPI does not, under any circumstances, give cash refunds to students that do not or cannot finish the accommodation for which they have booked.

Apartments, Rooms and Villas Policies

At CPI, we would like for all guests to have the best experience possible while residing in the apartments and rooms. In order to maintain an environment which allows guests the opportunity to both study and relax, our partner companies request that the guests agree to follow certain guidelines.

As a guest you should be aware of the following policies:

- No smoking inside the rooms/apartments.
- Residents of the apartments or rooms will be held responsible for damages.
- No guests between 7:00 PM and 7:00 AM. Violation of this rule will consequence in a penalty charge of \$50 (per visitor, per night).
- No animals allowed in the apartments or rooms.
- No loud music or noise after 9:00 PM out of respect for neighbors.
- The use of the washer and dryer is for guests only.
- There will be a charge of \$10 for loss of house key.
- Check in time is Sunday at 2:00 PM.
- Check out time is Sunday at 10:00 AM.

- With four nights or more in this accommodation, the full weekly price will apply and any un-used nights cannot be exchanged for money or alternative accommodation.
- Absolutely: no overnight guests.

Failure to abide by these non-negotiable terms will result in immediate eviction from the premises without refund.

e) Airport Service

The pickup and drop off is a free service that CPI provides for those homestay and other CPI arranged accommodations for students traveling by way of the Juan Santamaría International Airport in San Jose (SJO).

We offer this service in accordance with the following rules:

- The Admission's office requires the full flight information including: arrival time, airline and flight number. Your flight information must be received no less than 1 week prior to arrival day.
- For students enrolled at CPI Heredia as their first school, a driver picks up the student and takes him/her directly to their homestay in San Joaquín de Flores.
- For those enrolled at either CPI Monteverde or Flamingo as their first school, the students are picked up at the San Jose International Airport (SJO) and taken to a CPI recommended B&B where they spend the night. The following day, the student travels to Flamingo or Monteverde via previously arranged private transportation.

Pre-arranged arrival package for students starting classes in Monteverde or Flamingo: The arrival package costs \$109 per student and includes one night at a B&B in a single room, a light breakfast and transportation to Flamingo or Monteverde.

Return for Heredia students: Once the student finishes classes, CPI Heredia students are taken to the airport from their homestay/student residencies.

Return package for Monteverde/Flamingo students: Available to those students flying out of Costa Rica within one week of the termination of classes, the departure package is \$109 and includes transportation from Monteverde or Flamingo to the CPI recommended B&B, one night at the B&B with a light breakfast and transfer to SJO.

*The cost of the B&B accommodation and the transportation to/from Monteverde and Flamingo is not included in the tuition price.

f) Classes

- A. Coming to class while intoxicated results in immediate suspension of classes. It is disrespectful to the professors as well as other classmates, and cannot be tolerated.
- B. The CPI methodology is specifically designed toward weekly linguistic advancement, with each class geared towards covering a predetermined number of grammatical points and the achievement of conversational goals. As a result, punctuality, active class participation and the completion of homework assignments are all essential elements to meeting program goals.
- C. Should a student miss class without due cause, the student is not entitled to make ups. Equally, should a student not be an active class participant, fail to do the homework or not make a concerted effort to learn the material taught in class, it is at the discretion of the Academic Coordinator to determine whether the student is capable of advancing to the next class level or whether said student must review the previous week's material due to truancy and lack of effort.
- D. If the student wishes to change class groups, the student should make the request known to either the Academic or Student Coordinator. Both the professor's opinions as well as the Academic Coordinator's class observations are taken into account when considering whether a group change is necessary. Should the Academic Coordinator deem the change necessary, the student will begin classes in a different group the following week. The student should request a group change no later than Wednesday.

- E. CPI offers four base levels of Spanish: Beginner, Intermediate, Advanced and Superior. Within this framework there are three sub-levels within each base level below Superior, making a total of 10 available levels at CPI; these parameters concur with the ACTFL guidelines. The CPI program is designed to help students achieve a new sub-level every two to three weeks, always taking into account the ability and linguistic experience of the individual student. If you are a fast learner, you may be promoted to a new sub-level in less time.
- F. On the first day of class, students are given a written and oral placement exam to determine skill level. Students are placed with those of a similar level. CPI students enrolled in group classes must adjust to the CPI Spanish level determined by the Academic Coordinators at each school on the first day of classes, and not other Spanish levels determined in other Spanish schools.

The school is closed on the following dates:

Thursday, January 1st - New Year's Day
Thursday, April 2nd - Easter week
Friday, April 3rd - Easter week
Friday, May 1 - Labor Day
Tuesday, September 15th - Independence Day
Friday, December 25th - Christmas Day

For the Christmas period, please note:

-CPI Heredia remains open the whole month of December
-CPI Monteverde will be closed one week (December 21st - 25th, 2015)
-CPI Flamingo will be closed one week (December 28th, 2015 - January 1st, 2016).
In December, we suggest to combine classes according to the weeks that each campus will be open.

NOTE: No refunds or make-ups are made to students for days missed due to holidays.

Thank you for your time for reading this important information. We look forward to seeing you in Costa Rica!

CPI Admissions Team