



TERMS AND CONDITIONS OF THE SERVICE AND CANCELLATION POLICIES

A ON SITE SPANISH PROGRAM

1. All refunds are remitted through the credit or debit card utilized in making payment throughout online payment system.
2. 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.
3. No refunds, make-ups, or discounts will be made to students for days missed due to holidays. However, CPI can consider special cases and approve a partial make-up of a missed day, upon request.
4. 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 personal 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 in Costa Rica and only for Spanish classes. Apartments or home stay do not apply.

These same rules apply for CPI online payments made prior coming to Costa Rica.

- 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. If for some reason you decide to pay one week at a time, you will lose any discount offered for a full payment.

A.1 DIVIDING YOUR TIME BETWEEN CAMPUSES

1. 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.





2. 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.

A.2 APARTMENTS ROOMS RENTED THROUGH CPI

A.2.1 Reservation policy

1. We require a 10% non-refundable deposit, which is applicable towards the total cost of your reservation.
2. One month before the reservation start date the outstanding balance must be paid in full. Should the booking request be received one month before the reservation start date the reservation must be paid in full, versus only a deposit.
3. 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.

A.2.2 Cancellation policies

1. All refunds are remitted through the credit or debit card utilized in making payment through our online payment system.
2. One month advance notice prior to the starting date of the reservation: no additional charge (except non-refundable deposit).
3. Less than one month advance notice prior to the start 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. If the student is in Costa Rica, and he/she is cancelling the reservation from other CPI campus, the same cancellation policy applies.
4. Once the student starts his/her stay in the apartment, room or villa, CPI does not, under any circumstances, give cash refunds to students who do not nor cannot finish out the stay of the accommodation for which they have booked.





B ONLINE SPANISH PROGRAM (CPI VIRTUAL CAMPUS)

B.1 GENERAL POLICIES: REFUNDS, CANCELATIONS AND OTHER

1. If the student is unable to start class, a 100% program refund can be requested but no less than 4 weeks from the purchase date. If the student has not requested a refund prior to 4 weeks from the purchase date, refund is not applicable. The refund request must be in writing and sent to: admissions@cpi-edu.com
2. Once completed your purchase, the maximum period where you can start your Online classes is 6 months from the date of purchase. After 6 months the course will be cancelled without refund.
3. Once lessons have begun payment is non-refundable. CPI does not, under any circumstance, give cash refunds to students who do not or cannot finish the program for which they have registered.
4. It is the student's responsibility to comply with the established schedule.
5. A complete no-show results in the loss of class.

B.2 PRIVATE CLASSES

B.2.1 Rescheduling private classes

The rescheduling of online private classes is possible; however, keeping in mind the goal of globally maintaining a high-quality service, and in consideration of the detailed scheduling facilitated by our Academic Department, CPI permits the rescheduling of one class per month. In order to reschedule, the student must:

1. Notify your teacher by email within 24-hours of your class start time; notification less than 24-hours is not valid and results in loss of the class.
2. Rescheduled classes must occur within the confirmed course dates and ideally be rescheduled during the same week of cancellation; rescheduling requests must be sent in writing to and arranged with your respective teacher.

B.2.2 Suspension of private classes

1. If once the program initiates the student wants to suspend classes, the suspension can span no more than 4 weeks; we allow only 1 suspension request per course. Kindly note that upon restarting the class schedule may vary due to professor availability. In the case the student cannot restart classes within the maximum 4-week suspension timeframe, the program will be terminated without refund. Suspension of studies requests must be sent in writing to: admissions@cpi-edu.com





B.3 GROUP CLASSES

B.3.1 Policies for group class cancelation

1. In group classes a no-show result in the loss of class; make-ups are not possible. The student can still access the didactic material available in the CPI virtual campus platform.
2. In the case of two absences or two late arrivals per month, the Academic Department recommends tutor sessions to catch up with the group; the additional cost is \$20 per hour. Should the student not do so and demonstrates a lack of knowledge in the group class sessions, this measured by not knowing the material presented during the missed class time, CPI may deny student access without refund, this so as not to affect the academic progress of the other classmates.
3. If a student arrives late to a group class it is at the discretion of the professor at which point to connect the tardy student to the class, whether immediately or waiting until a group activity already-in-progress has finished.
4. The student must follow the agreed upon class schedule. Only holidays established in the Costa Rican calendar will be off days for students.
5. There is a minimum of 2 students per group and a maximum of 8 students. Group programs admit students in any period of the course duration; new students must take a placement test to verify their level.
6. If only one student remains in the class due to the withdrawal of other students, the group program will be automatically converted to a private program, thus the duration of the course will be reduced and the number of hours of classes will be established according to the CPI private course pricing. The content of the course will be adjusted to the new course duration.

By starting your first class, you hereby confirm to have read the general & cancellation policies and confirm to agree with such.

