



# CLASS POLICIES

**Please review the policies that pertain to the class you are registering for:**

## **General Policies**

1. We do not provide makeup classes or refunds for missing a scheduled class.
2. We reserve the right to cancel a series and give you a full refund if enrollment minimum is not met.
3. If we cancel a class due to an emergency, we will coordinate a makeup class that works for all participants. Should that not occur, a refund or credit for that class will be issued at the end of the series.
4. By registering for class, you give permission for your child to be included in videos and/or photos as they relate to the general promotion of our programs to other schools or community members, (no tagging or names are displayed if posted). You may email us your restrictions on permission for video or photos. You are not entitled to payment of any kind for use of images in the above cases.
5. We reserve the right to dismiss any student from class that is unable to follow class rules. We will contact parents/guardians to work together, but if after two classes no improvement is made, parents may be asked provide additional person to supervise their child, withdrawal of class being the next option. No refunds are issued in such cases.
6. We will text you any last minute class changes and appreciate it if you reply upon receipt of the information. For longer messages about our program with updates on curriculum and upcoming events, kindly add [hola@kallpachay.com](mailto:hola@kallpachay.com) and [info@kallpachay.com](mailto:info@kallpachay.com) to your contact list to be sure you receive updates from us!
7. We rely on you to pick your child up promptly at class dismissal time. Our instructors may collect \$10 for each ten minutes for any pickups after our 5-minute grace period.
8. You are required to sign your child in and out of each class.
9. If you wish to withdraw your child from the class and receive a refund for the remaining classes you must do this in an email within the **first 72 hrs after the FIRST class.**

10. We request that you text our office if your child is going to be absent so the teacher can be alerted (818) 392-4826.
11. Registering for this program signifies you are in agreement with these terms and policies.

### **Home Group & Private Class Policies**

All of the above policies apply, along with the following:

1. 50% of class fees will be charged if the home group or private class is cancelled by clients within 48 hours of class start. If a class must be cancelled due to instructor cancellation, class will either be rescheduled or a refund for the cancelled class will be provided to clients at the end of the series.
2. 100% of class fees will be charged if the home group or private class is cancelled by the client within 24 hours after first class. If a class must be cancelled due to instructor cancellation the class will either be rescheduled or a refund for the cancelled class will be provided to you at the end of the series.
3. An adult must be present at all times when teachers are present..
4. All questions and scheduling changes must be communicated with Kallpachay administration only, never with teachers.
5. All visitors to class must have prior approval before joining Kallpachay classes.
6. Hosts must notify Kallpachay staff if they have pets, what kind of pet, and if they can be kept away during Kallpachay Spanish sessions .
7. After class series have been confirmed, all future changes will incur a \$10 fee.