

**Terms and Conditions:** We offer a patent-pending innovative teaching method. In order to meet the needs of all participants, we must adhere to a class cancellation policy.

1. **Contracts:** If we have set up a separate contract with your business or corporation, that contract will over-ride our general policy.
2. **“Personal” or other non-contractual classes:** If you are taking a class or workshop as an individual such as a conversation series or a basic workshop or other workshop under the “personal” category, the following terms apply:

**Workshops:**

- To reserve a spot in a workshop, payment must be received 7 days before the workshop.
- If there is still room in a workshop and you reserve your spot less than 7 days prior to the workshop, you will be charged a 20% administrative fee.
- If you are not able to attend a scheduled workshop, you must notify Habla Language Services no later than 3 days prior to the workshop. A cancellation with less than 3 days’ notice will receive a 75% refund. Cancellations with less than 24 hours’ notice will not be refunded and can only be rescheduled by reserving with full payment.

**Conversational Series:**

- To reserve a spot in your class, payment must be received 7 days prior to starting the class. Semi-private lessons close when 6 people have reserved their spot. A class will only commence when there are at least 2 people who have reserved their spot.
- If there is still room in a class and you reserve your spot less than 7 days prior to the workshop, you will be charged a 20% administrative fee.
- Habla Language Services will do its best to accommodate scheduled vacations or time off. Once the calendar is set, a missed class is considered a forfeited class. We strive to accommodate your location and schedule and therefore, will not be able to conduct “make-up” sessions.
- If you must withdraw from the series, you may do so 3 days prior to the first class to receive a 75% refund. If you must withdraw once the series has begun, no refund will be remitted.

Habla Language Services reserves the right to cancel a class/workshop or to schedule a substitute instructor in the event of illness or injury. [Contact us](#) for any questions regarding our policy.