



Terms and conditions

Welcome to Academia Latina!

We are very pleased to welcome you. Academia Latina is a professional language center and recommend by Lonely Planet. We will do our best to help you improve your level of Spanish as much as possible. Our teachers are professional and we offer professional study material to support you.

Academia Latina is registered by the Chamber of Commerce and acts by Colombian law. As part of our professionalism we have some rules and guidelines.

IMPORTANT: By paying for your tuition you agree with all our terms and conditions. Academia Latina is not responsible, in any way, when you do not follow our instructions and/or guidelines.

You have to conform to the schedule of your instructions when you start. It is not allowed to change times or dates/days or go somewhere else with your teacher, without approval from our management or office. Always ask us before you ask your teacher.

If you are sick or not able to come to your instruction, you have to tell us in person, at least **1 hour** before start time. Call us at **421 9390** or **313-539 44 51**.

After your call we will postpone your personal instructions.

If you do not show up on time or you do not leave any message by phone, we cannot give any refund. We do not accept messages by email to postpone your tuition.

We cannot give any refund if you leave early.

If you have any questions about your instruction or teacher, only ask the person working in our office. Do not ask other staff members of Casa Holanda, like the security guard or waitress. Do not leave messages with anyone but our office member.

We will not accept that you come drunk to your instruction or drink alcohol during it. Other students have the right to receive inspiring tuition as well. It is prohibited to come to your instruction without a shirt. We always keep the right to expel you, in case you do not act or behave in a civilized way.

Our teachers are loyal to us and we do not accept that you try to persuade them to give you personal instructions outside our language center. As part of our program we donate to charity. By doing so you deny extra aid to underprivileged children.

The management