



1. Purpose

These Terms and Conditions govern the provision of educational services offered by *Polyglot Language School* (hereinafter *THE ACADEMY*) to its students (hereinafter *THE STUDENT*), ensuring clarity and transparency throughout the course delivery process.

2. Class Modality

Classes may be delivered either **in person or online**, as agreed upon by both parties. Each class will have the previously established duration and will take place at the scheduled times.

3. Obligations of the Parties

THE ACADEMY agrees to:

- Provide qualified instructors for the corresponding language.
- Ensure compliance with the academic program agreed upon.

- Protect the student's personal and academic information in accordance with applicable data protection regulations.

THE STUDENT agrees to:

- Attend scheduled classes punctually.
- Complete assigned activities and assessments.
- Make payments within the agreed deadlines.

4. Payment Policy

The payment amount and method will be established in the individual service agreement.

Current pricing and promotions will be available on *Polyglot's* official website. Payment must be made in advance before the start of the monthly class period.

THE ACADEMY may temporarily suspend service in the event of payment default.

5. Attendance Policy

- If the teacher does not attend or cancels the class without prior notice, the class must be **rescheduled at no additional cost** to *THE STUDENT*.
- If *THE STUDENT* does not attend, cancels without justification, or fails to notify with at least 12 hours' advance notice, **the class will be forfeited**

with no right to refund or rescheduling.

- Make-up classes owed by *THE ACADEMY* must be offered **within the timeframe established in the contract**. Otherwise, will lose the pending class(es) without refund or additional rescheduling.
- In case of connectivity issues, *THE STUDENT* must inform *THE ACADEMY* **before the class**. Failure to do so will void any claim for rescheduling.

6. Punctuality

Classes start promptly at the agreed time. If either party fails to join at the scheduled time, a **30-minute** grace period will be allowed. If the absence continues beyond this period, the corresponding attendance policy will apply.

7. Cancellations and Refunds

- If *THE STUDENT* wishes to cancel the course before it begins, they must notify *THE ACADEMY* **at least three (3) business days in advance** to receive an **80%** refund of the amount paid.
 - No refunds will be issued once the course has started, except in cases of **force majeure** duly justified and documented.
 - No refunds will be issued for unjustified absences.
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8. Confidentiality and Data Protection

THE ACADEMY guarantees the confidentiality of all personal, academic, and financial information provided by *THE STUDENT*, in compliance with **Law 1581 of 2012** and other applicable data protection regulations in Colombia. No information will be disclosed to third parties without authorization, except when required by law.

9. Respect and Conduct

THE ACADEMY promotes an environment of respect, inclusion, and diversity.

Disrespect toward instructors, students or any member of the team will not be tolerated, including discriminatory expressions or behavior based on **race, gender, sexual orientation, gender identity, religion, political ideology, nationality or physical or mental condition.**

Failure to comply with this norm may result in **suspension or immediate termination of the contract**, without the right to a refund.

10. Modifications

Any modification to these Terms and Conditions must be made in writing and will be communicated to *THE STUDENT* in a timely manner. The most recent version of this document will always be available on the official *Polyglot* website.

11. Applicable Law

Terms and Conditions are governed by the laws of the **Republic of Colombia**. Any dispute will first attempt to be resolved amicably. If no agreement is reached, the matter will be submitted to the **ordinary jurisdiction of Colombia**.

POLYGLOT
LANGUAGE SCHOOL

2026
