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## 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.

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## 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.

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## 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.

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## **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.

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## **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.

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## 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.

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## 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.

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## 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.

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## 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.

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## 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**.

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**POLYGLOT**  
**LANGUAGE SCHOOL**

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**2026**

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