

REFUND POLICY

Thank you for choosing to study with Escuela Falcon! We take pride in ensuring that every student has an individualized experience in Guanajuato.

We understand that sometimes life gets in the way and plans change. However, we are a small school and in order for our business to survive, we must adhere to certain policies. Please review our official refund policies below and do not hesitate to let us know if you have any questions!

HOMESTAYS AND APARTMENT RENTALS

- If you arrive later to your homestay or apartment than indicated on your registration form, you will be charged starting the date that you originally indicated. We view your starting date with your host family or apartment like a hotel reservation; the family is reserving the space for you in their home so you will be charged starting the day of your indicated reservation. If you are unsure of your exact arrival date at the time of your registration, please communicate this to us on your form, and let us know the approximate date. As soon as you know the exact date, please notify us. We need to know your exact arrival date at least 1 week before your arrival, except in special circumstances approved by the staff.
- In special circumstances, we can issue refunds on your homestay or apartment if you stay for a shorter time than originally indicated on your registration. However, to compensate for the change in plans, we charge 5% of the amount refunded. The refund is done by paypal. If you would like the refund via bank transfer, we charge an additional \$20 USD for banks within the United States and \$75 USD outside of the United States. This extra charge is determined by our bank, not by our school.
- If you leave your homestay or apartment earlier than originally indicated on your registration, you must give your homestay family and the school at least one week's notice. If not, you will still be charged for the entire week. Many of our host families depend on the income from students to help support their families. If they are counting on having a student for an entire week and the student leaves earlier than originally indicated, they miss an opportunity to invite another student into their home.

We request that you give Escuela Falcon a time period of one week to complete the refund process.

STUDY PACKAGES (week-by-week and longterm):

- Once a study package or a week of class has been confirmed and paid for, we are unable to give refunds for cancellation or reduction of study hours. Furthermore, students may not add hours to certain weeks in order to make up for previously missed hours due to vacation or other plans.

However, we are more than happy to work with you regarding your study package if issues arise, and please talk with the office if you would like to make any changes.

- In order to receive a long term study discount, you must pay for your entire package of classes at the beginning of your program.
- It is not necessary to attend all weeks of a long term study package consecutively. If you would like to take a week off for travel or other plans, the week can be added to the end of your study package. However, students must inform the office of their week of absence at least a week in advance, and, unfortunately, this policy does not apply to individual days missed.
- There will be no full refunds issued for classes when receiving long term study discounts
 - Instead of issuing a full refund, we will issue a credit equaling the amount of time that you are requesting a refund for. For example, if you originally signed up and paid for 5 months with 3 classes a day and shorten your study to 4 months, we will issue you a credit for one month of study in Escuela Falcon with 3 classes a day. This credit can be redeemed at any point in the future, with advance notice.
 - You may also pass this credit on to another person to study at Escuela Falcon.
 - If you decide that taking private lessons is more beneficial to your study of Spanish than the group lessons that you originally signed up for, you may exchange group classes for private lessons.
 - If you are paying by week, you may exchange three group classes for one private lesson.
 - If you are paying long term study prices, you may exchange four group classes for one private lesson.

MISSING CLASSES:

If class hours are missed due to illness, they can be made up by “jumping in” to open classes only. Please inform the office with as much advance notice possible if you will miss a class so that we can inform the teachers, and classes may only be made up by “jumping in” if the office was informed of the absence at least 2 hours prior to the missed class. It is each student’s individual responsibility to ask the office what classes, if any, are available at his or her level and to schedule the makeup class(es).

At Escuela Falcon, we pride ourselves on being flexible and accommodating, and we are more than happy to accommodate partial weeks of class. However, the missed days must be arranged the week before. If there is not a week’s notice of missed days or classes for reasons other than illness, the students will be charged for the full week or quantity of classes. Furthermore, group classes start in the morning and end in the early afternoon. If you would like to add late afternoon or evening classes to your schedule, they must be private classes.

Please do not hesitate to contact us with any questions or concerns about our refund policies. Thank you for your understanding, and we are excited to have you with us at Escuela Falcon!