



## **TERMS & CONDITIONS 2026**

### 1. Academic commitment and conduct

In order to achieve the academic objectives of each program and to maintain a respectful, professional, and friendly learning environment, students agree to:

- Be punctual to all scheduled classes.
- Speak exclusively Spanish during class time and within school premises.
- Maintain a professional relationship with teachers and refrain from inviting them to participate in activities outside the school environment.

EL SOL reserves the right to take academic or administrative measures in cases of non-compliance.

### 2. Group class policy

- A minimum of two students is required to open a group class.
- If a group cannot be opened, students agree to receive private lessons of equivalent academic value (at a proportional adjusted rate) until a group becomes available.
- EL SOL does not guarantee the immediate opening of higher-level groups (especially B2 and above), as availability depends on enrollment.

### 3. Private class cancellations & rescheduling

- Private classes may be canceled or rescheduled at least 24 hours in advance via WhatsApp (+51 945 422 810) or email ([elsol@idiomasperu.com](mailto:elsol@idiomasperu.com)).
- Requests not made within this timeframe will result in the class being considered as delivered and billed accordingly.
- EL SOL will confirm the new class date and time via email. Only confirmed reschedules are valid.
- Make-up classes must be scheduled within the contracted study period. Classes not taken within this period will be billed as additional sessions.
- The maximum number of cancellations allowed is 30% of the purchased package.

### 4. Missed Classes

Group and private classes that are missed without proper notice are non-refundable and not recoverable under any circumstance.

### 5. Program Extensions

Students must reserve and complete payment at least two business days before the new period begins. EL SOL cannot schedule classes without prior payment confirmation.

### 6. Teacher Assignment and Scheduling

EL SOL reserves the right to replace teachers when necessary and to propose schedule adjustments for students with repeated attendance irregularities.

### 7. Program Cancellation & Refund Policy

Unused classes may be reimbursed. However, classes already taken will be recalculated at the full regular rate, regardless of any promotional package initially contracted.

If the original payment was made by credit card, a 5% financial processing fee will be deducted from the reimbursement.

Refunds apply only to tuition. Administrative or financial charges are non-refundable.



8. Definition of module

A Module refers to the academic unit into which the program is divided (weeks or months), depending on the contracted structure.

9. Policy rationale

These terms are designed to balance flexibility for students with the academic continuity required to achieve meaningful language progress.

By enrolling at EL SOL, students acknowledge and accept these Terms & Conditions in full.