

NATALISLANG POLICIES

A. PAYMENT

- 1) The payment must be completed on the first day of class.
- 2) The learning materials corresponding to the student's current level will be given after payment
- 3) In case of big groups the responsible company has to pay 100% of the total in advance.
- 4) The student cannot continue with the program if he/she has not paid the total program cost by the second day of class.
- 5) The payment of differences between one course to another is not allowed (e.g. if you pay for 2 weeks and want two more weeks, you have to pay the price corresponding to the 2 week program and not the difference to a 4 week program).
- 6) Payment: PayPal Xoom or Transbank bottoms.

B. METHOD AND PROGRAMS (group and training for international exams)

The school, in its 30 years of experience, has formulated its own method and has the necessary means to develop study programs according to the level and capacity of each of our students. The teachers are in continuous training to successfully meet all the market demands.

- 1) Natalislang will always come to an agreement between the school requirements and the student's personal requests. However, the studyprograms cannot be fully modified in order to protect the school reputation and assure the class quality.
- 2) In case of learning disorders, the student must let this situation be known to the school administration before starting the course. Situations like these demand special study programs.

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C. PROGRAM START

- 1) The students must be able to plan/calculate the time and date to fulfill the course without any interruptions. The course could be put on hold for a 6 months period maximum.
- 2) The group programs require a minimum of two students to start the program.
- 3) The teachers are assigned by the school and they might change during the program.

D. CHANGES

All changes must be arranged with your teacher or by an e-mail to info@natalislang.com

- 1) In case the student misses his/her class due to external reasons (illness, paperwork, travel, etc.) there will not be any reimbursement since it is not Natalislang's responsibility (see point 1, "Program Start" section).
- 2) If the student needs to interrupt or cancel his/her program, he/she is allowed to sell or transfer the rest of his/her session to others.

E. CANCELLATIONS

- 1) Natalislang reserves the right to cancel or interrupt a program in the case that the student does not attend a scheduled classes for more than 3 consecutive times.

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F. SCHEDULES

Every program is arranged according to an agreement between the student and the teacher.

G. COMPLAINTS AND SUGGESTIONS

- 1) If the student has any complaint or suggestion, he/she can send an e-mail to info@natalislang.com.
- 2) All complaints will be analyzed along with the interested parties to give a fast and efficient solution.

Natalislang reserves the right to make exceptions over these policies to regular students only.

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