

TERMS AND CONDITIONS

These terms and conditions come into effect from the moment the student completes and submits the application form.

(I) Student Policies

1. Modern Language School of SVG

- Modern Language School of SVG agrees to provide English immersion courses and Spanish as a Foreign Language courses to international students or citizens/residents of St. Vincent and the Grenadines through qualified and experienced language teachers and with different language plans and services.

2. Admission

- All students must complete an application form. The application process will include a level test where appropriate. Applications are accepted via email, the school website or in person (local/residents).
- Applicants to English and Spanish courses for adults must be 18 years old or over.
- Applicants for Spanish for CSEC courses must be students entering the 4th or the 5th form of high school.

3. Enrollment:

- Enrollments will be made 4 weeks in advance of the start date of the course. Any enrollment received less than 15 days in advance of the start date will be subject to availability.

4. Registration/Booking:

- When you book your course and have accepted to join it, you agree to pay in advance the full fee which corresponds to the plan you have selected, even though you arrive late or begin classes after the start date.
- If you have not completed your registration process, including payments of the corresponding fees, you will not be admitted to the school and your booking may be cancelled.

5. Documents and insurance:

- The student is fully responsible for ensuring that he or she has all the required travel documents, visa (if needed), travel and medical insurance. Any non-compliance and any resulting damages are the sole responsibility of the student.

6. Travel health Insurance (International students).

- Having travel health insurance for the duration of your language program is mandatory. If you already have travel medical insurance you will have to submit a copy of the policy to our school. If not, you will have to pay the corresponding fee to book travel insurance through Modern Language School of SVG. Only students who demonstrate they have valid health insurance which covers them in case of an unforeseen medical emergency for the duration of their study period in St. Vincent, will be exempt from paying insurance fee. The health insurance coverage must be purchased prior to your departure from home so that you can be covered while in transit, then full coverage will start from the first day of class.

7. Liability:

- Modern Language School will not be held liable for loss, damage or injury to persons or property.

8. Fees:

Fees for registration/booking process include:

- Tuition fee for the language plan and length you have selected. Tuition fees cover the cost of teaching hours of our English or Spanish programs for the specified length of the plan selected and booked by you. Tuition fees do not include textbooks (mandatory), medical insurance (mandatory for international students), extra-curricular events, or any other optional fees that you may book, like transportation or accommodation.
- Application/Registration. (non refundable)
- Material fee. (photocopies of worksheets)
- Textbook and Workbook. (Non refundable). The required textbooks must be purchased at the school. The textbook fee is non-refundable. Used books are not permitted so, students repeating a level/program, must purchase new textbooks.
- Accommodation booking (when applicable)
- Medical insurance (when applicable)
- Airport pick-up or/and drop off (when applicable)

9. Payments:

- Payments should always be made in advance. This applies to all the fees of your program as well as any other extracurricular activities or optional services you may require while studying at Modern Language School of SVG.
- Payments will be made via bank transfer, visa or master card. Residents will be able to do bank deposits or pay cash at the school's office. Cheques are not accepted.
- Bank transaction fees are the student's responsibility.
- Students residing in the country (expats or citizens) will have the option of doing monthly payments depending on the selected plan. However, all the payments should be made in advance prior to the commencement of the first class every month.

10. Unpaid fees (expats or local students on a monthly basis payment plan)

- Residents of the country, who have enrolled in a monthly payment plan and have not paid their monthly fees on time, will not be admitted in class until the payment is made.
- Modern Language School of SVG reserves the right of cancelling the student's enrollment if payments are not received.
- Students with outstanding payments (tuition, textbooks, material, etc.) will not receive letters, reports of any kind or certificates until the payments are made.
- Students will not be allowed to register for the next program or level until the outstanding fees are paid.

11. Airport Transfers

- You must send your flight details to Modern Language School of SVG 7 days prior to your arrival in order for us to organize your transfer from the airport. Details will include airline, flight number, arrival time, and point of origin. If flight details are sent less than 7 days before your arrival, Modern Language School will not guarantee that your transfer will be in place at your arrival and no refund will be granted.
- The maximum waiting time which the airport transfer fee includes is two hours from the flight's arrival time scheduled. In case of flight delays exceeding two hours, you will be charged an additional fee upon arrival at the school.

12. Assessment and Spanish/English level:

- Modern Language School of SVG will test your English/Spanish Language skills the first day of class, and place you in an appropriate level according to your English/Spanish ability and knowledge.

- You will be assessed by Modern Language School of SVG during the progress of your course and you will agree to accept the decision of Modern Language School of SVG of moving you to a level which is more appropriate for you according to these assessment results.

13. Enrollment changes:

- Any changes to enrollment or postponement of your course should be made in writing two weeks in advance. This also applies to requests for changes while you are at the school. Modern Language School of SVG reserves the right to charge an administration fee of US\$ 50.00 each time the course is changed or postponed after the initial enrollment has been confirmed. Any postponement requested less than two weeks of the start date of the course will be considered a cancellation of the original enrollment.

14. Changes during program

- Students requesting changes from group courses to private classes will be required to pay the full cost of private plan. No transfer of group course fees to private course is possible since substituting one service for another is not available and it will be considered a cancellation.
- A student enrolled in a group course will be able to require additional private classes to practice a specific skill. He or she will have to book the private class or classes requested according to the timetable availability and pay for them in advance. This will not be considered a change of plan.

15. Changes to accommodation

- Modern Language School of SVG reserves the right of charging an administration fee of US\$ 100.00, in case the student requires assistance to change his or her accommodation.

16. Attendance

- Students are expected to attend all class sessions and be punctual for class. A student arriving 15 minutes late may not be allowed in class during the first hour and he/she will be marked as absent.
- A total of 80% of attendance is expected at the end of the course. A student not attending class regularly will be reported (parents, sponsors, etc) and he/she may be dismissed from the course.
- A student having less than 80% of attendance at the end of the course will not receive a certificate of completion.
- Students should not leave the class during lessons outlined in the timetable or disrupt the teaching of the class, unless it is due to health reason.
- Course breaks are not permitted once a course has started.
- The student may reschedule a class by notifying the School at least 7 days in advance. In this case the class will be rescheduled according to the School's timetable availability. Class rescheduling is not permitted more than twice in a month. The class reschedule request will not be accepted if it is informed less than 7 days in advance, and the student will be mark as absent if he or she does not show up to class.
- Absolutely no refund for classes missed regardless the reason.
- Sick days will be marked as absence and will not be refunded.

17. Absence due to medical or other emergencies.

- Periods of absence due to accidents, sickness or other emergencies are non-refundable and the student will be marked as absent. However if the absence is no longer than 2 weeks (under certain circumstances and subject to availability) an extension to course dates may be considered. A doctor's certificate will be required to confirm the reason for the medical emergency.
- Periods of absence of more than 2 weeks due to medical emergencies or accidents will not be refunded. The existing course will be cancelled and a new booking will have to be made to start over the course. However registration fee will not be charged for the new booking. A doctor's certificate will be required to confirm the reason for the medical emergency.

(II) Cancellation, withdrawal and refund policies

1. Cancellation

- Notice of cancellation must be given in writing and it will be effective from the date it is received by Modern Languages School of SVG. Cancellations must be informed 15 days or more in advance of the program start date.
- For cancellations which are informed 15 days or more prior to the program start date, Modern Language School of SVG will refund 100% of the program cost except for registration, deposit or any other non refundable fees.
- For cancellations received less than 15 days in advance before the start date of the program, Modern Language School of SVG will refund 50% of the program cost except for registration, deposit or any other non refundable fees.
- For cancellations received after the start date of the course, no refund will be applied for any program.

2. Withdrawal

- If withdrawal occurs before 4:00 pm on the Friday of the 1st or the 2nd week after the start date of the program, the student will be refunded 50% tuition fee paid for the remaining weeks of his/her program, minus the week(s) of classes taken, registration and any other non-refundable fees.
- No refunds will be issued if withdrawal occurs after the second week of class.

3. Refund

- Refunds must be requested in writing by completing the respective form provided by the school.
- When cancelling before arrival, refunds will be processed within 30 working days of the first scheduled day of class.
- When withdrawing while in the school, refunds will be processed within 30 working days of the last day of the student's attendance.
- Any refunds will be paid to the person or organization responsible for the course payment.
- No refund for textbooks issued. **(applies for all the plans)**
- Absolutely no refund for classes missed regardless the reason.
- Registration and material fees are non refundable.
- No refund will be issued in the event that withdrawal occurs after the 2nd week of commencement of classes.
- Refunds will not be offered for National Holidays which fall within any program date or the school closure due to situations beyond our control such as, but not limited, bad weather, fire, acts God, acts of terrorism, riots or strikes. **(applies for all the plans)**

(III) School work and class schedule

1. Commencement of a new course

- Classes for any new course begin on a Monday (international students), Tuesday or Wednesday according to the plan the student is enrolled in.

2. School's work schedule

- The school is open from Monday to Friday, from 8:00 am to 7:00 pm.
- Office hours are from Monday to Friday, from 8:00 a.m. to 5:00 p.m.
- Classes Schedule for morning sessions are from 9:00 to 12:00 noon, and for afternoon /evening sessions, from 1:00 to 6:30.

3. School and public holidays

- The school will be closed on public holidays. Class time which falls on a public holiday will not be made up, or refund or credit will be granted. However classes will be planned and organized accordingly so that no lessons within the program are missed and its schedule is not altered.

(IV) Force Majeure

- Modern Language School of SVG will not be liable (and therefore shall not be required to pay compensation) for any loss of tuition or other services due to factors outside our control. Refunds will not be made under these circumstances.
- Likewise Modern Language School of SVG, will not be liable for any failure to comply with obligations (and therefore shall not be required to pay compensation) if the failure is accompanied by any case beyond Modern Language School of SVG's control such as, but not limited, adverse weather conditions, fire, acts God, acts of terrorism, riots or strikes. Modern Language School of SVG shall not be responsible for any cost incurred by or on behalf of the student as a result of any such cases.

(V) School rules

1. Classroom rules

- Eating or drinking is not allowed in the classroom area or school reception area.
- Chewing gum is not allowed in the classroom or school reception area.
- Water bottles are not allowed in the classroom area. The school has a water cooler and disposable cups at the reception area.
- The use of cell phones is not allowed during the class session and they have to remain off, unless its use is required and authorized by the teacher for academic purposes only. (Online dictionary, research, etc)
- Smoking is forbidden in the classroom and on school premises in general.

2. School properties

- Students must show respect for the school properties including equipments, furniture, walls, etc.
- It is forbidden to use the furniture in an irresponsible manner. (Write on the tables, put feet on the table or chairs, rock the chairs, etc.)
- It is forbidden to write on any of the walls of the school.
It is forbidden to interfere with any of the school equipments used as class resources or any other device such as air conditioning, fans, etc.
- Students will be held liable for any damage to property caused by them.

3. Complaints

- Modern Languages School of SVG, will deal with all the complaints internally. Please talk to the manager/director. We will always be in a position to help you so that you feel satisfied with our service and your language learning experience at our school.

(V) Supervision

- No supervision is provided for any adult student (18+years old) by Modern Language School of SVG or host providers. International students must be 18 + to book any of our courses and they must have all the necessary documentation to allow their stay in Saint Vincent and the Grenadines.
Students who are less than 18 years old, must reside in the country with his/her parents or guardians who will be responsible for booking him/her to one of our programs.

(VI) Code of conduct and dismissal

- All students must be respectful with their classmates, their teachers and the school staff while they are on the school premises. No harassment or bullying will be accepted or tolerated. Any student who fails to be respectful may be excluded from the classroom and a complaint will be filed against him or her. Likewise, all students must show respect at all times for their third party providers.
- Any complaints made against a student by any other student, a member of staff or a third party provider, will be investigated and the corresponding action taken, including the exclusion of the student from the school if it is found that the student is in breach of its basic code of conduct which will be supplied the first day of class.

(VII) Photography and filming

- Students agree that photographs, videos, posters or other works, as well as recorded or written testimonials; may be used, stored or transferred internationally by the Modern Language School of SVG or by a third party agent for promotional purposes included printed and online marketing materials and/or any social media network without any further consent or notification. If a student decides not to participate, Modern Language School of SVG will respect his or her decision which must be informed in writing. However the student may be excluded of important photos or/and videos of relevant moments at the school and in this case it will be his or her responsibility to absent himself/herself from these images. (Find exclusion of promotional material form attached to this document).

Modern Language School of SVG reserves the right to change any of its policies at any time.