



## WELCOME TO THE CLASS

# ROLA LANGUAGES

- If a class is postponed due to weather (announced via email by 12 pm, subject to changing conditions), an additional week will automatically be attached onto the end of the originally planned start date, and students will still receive the same number of classes included in the course description. If you are not able to attend the final class on the new end date, Rola will refund you the cost of the class or apply it as a credit to another future class. Please see Weather-Related Postponements for more information.
- Classes are subject to availability and demand. Rola Languages reserves the right to cancel classes 24 hours before the planned start time. Classes must have a three-person minimum to be confirmed. In the event of a class cancellation on our part, Rola will offer affected students either a refund or credit towards other Rola classes/programs.
- Students should be aware that Rola has a no-makeup class policy and also will not prorate the cost of the session for pre-planned absences.
- If a student decides to withdraw from a class while the session is in progress, Rola will hold the unused classes as a credit on the student's file.
- If a student decides to withdraw from a class before it starts, refunds will only be given up to 24 hours before the start date and paid within 30 days of the withdrawal.
- Students who do not show up for a scheduled class will forfeit that class. The student will receive homework for that class session and the class count will continue as normal.
- Students who do not arrive within 15 minutes of the scheduled start time, and have not previously informed their teacher, will be presumed no-shows and forfeit the class.
- In arrangements of pair or group tutoring, each class counts towards the package for all students. If one or more students cannot attend at the time scheduled for the group (and the lesson is not otherwise postponed or rescheduled per the previous policies), they will not be permitted to make-up the class or retain a credit for the time they personally missed.
- Students are asked to notify teachers and the assistant director, at least 24 hours in advance if they are unable to attend class. If notice of a cancellation is given within 24 hours of the class' start time, the lesson will be forfeited.
- If a class is postponed due to weather (announced via email by 12 pm, subject to changing conditions), an additional week will automatically be attached onto the end of the originally planned start date, and students will still receive the same number of classes included in the course description. If you are not able to attend the final class on the new end date, Rola will refund you the cost of the class or apply it as a credit to another future class. Please see Weather-Related Postponements for more information.
- If you purchased your class on CourseHorse, then their Refund & Cancellation policy applies to your purchase. If you are entitled to a refund, or have any questions, please visit the CourseHorse site and contact their customer service team.

For more details, you may visit [www.rolalang.com](http://www.rolalang.com)