

## **NORMS & REGULATIONS**

- All group classes pay annual enrolment fee.
- Adults Language courses have approximately 100 hours teaching in a calendar year. Children/youngsters English and School support classes have a minimum 80 hours.
- The payments of these hours are divided equally into 9 months, to allow for a regular monthly payment.
- Group classes may be paid for monthly or quarterly.
- Students paying three months in advance benefit from a 5% discount.
- Private classes are priced individually and don't pay enrolment fee.
- Classes should be paid for between the 1st and the 5<sup>th</sup> day of every month.
- If a Student withdraw from the class is not entitled to a refund or just to pay per attended class if this hasn't been set before at the time of enrolment. However if they show a doctor's certificate confirming why they cannot attend class, will not have to pay enrolment fee when returning to study.
- Students may join a class at any time throughout the year. Matriculation is normally paid in September and covers the administration costs of registration.
- Payments may be made by cash or by bank transfer.
- The bank account for Central Point is as follows:-CAM: 2090 2105 25 0040142728.
- You should specify in the payment the name of the student and the class. If you pay by transfer, please inform reception personally or send an e-mail to [mavi@centralpoint.es](mailto:mavi@centralpoint.es).
- Central Point will be closed on the national and local official holidays. Classes that would normally have been held on those days are not to be recoverable.
- If a student misses a class, they recover it by attending another group of a similar level, provided the student advises us the day before the missed class.
- If a student (under 18 years old) fails to attend class more than twice in one week, we will telephone to report the absence and to ensure that all is well.
- Children of 12 years or less may not leave the centre by themselves, unless they have written authorization from their parents.
- We maintain an on-going dialogue with parents and adult students to ensure that progress is in line with expectations.