Regulations and guidelines policy:

Liability:
OLÉ is not responsible for any fee(s) charged by its representatives/agents. The School staff and/or representatives will not be held responsible for damage, loss, and injury to persons or property by any cause. OLÉ will not be liable for being unable to render services that are impossible to provide for reasons beyond OLÉ´s control and its representatives, nor for the services offered by third parties.

Medical Insurance:
Student is sole responsible for obtaining insurance that is valid in México. OLÉ, our staff and homestay families have no moral responsibility and will not be held responsible for medical bills nor any economical expenses incurred by students in case student suffers any illness, accident or death during their stay in México. You must bring proof of medical insurance.

Drug Usage:
OLÉ is a Drug-Free Center. The School does not allow the possession, use, or distribution of illegal drugs and alcohol by students on its property or as a part of its activities. Punishment includes student expulsion (with NO refund for any unused portion of the program) and referral for prosecution.

Conduct:
Students are expected to:
• Respect the schools’ faculty, teachers and any other person in the staff, in and outside the school premises.
• Respect your classmates at all times, in an outside the classroom.
• Respect all the property of the school. If student causes any damage to any school property, he/she will be billed for it.
• No smoking, eating or drinking is allowed inside the classrooms or library.
• Arrive on time to class.
• On fieldtrips and on any other activity: students are expected to behave adequately and respect the property of the transportation vehicle, places visited and the tour guide or teacher.

**Group classes:**
• If there is no group at students’ level, group classes will be substituted for tutor classes with fewer hours per week. Group programs of 15 hrs/week will be substituted for 12 private lessons per week. Group programs of 25 hrs/week will be substituted for 20 private lessons per week. For any other program you will be told by the Academic Department or School Director.
• When enrolled in group classes you are expected to attend to every class, if you don’t attend, the missed class won’t be repeated, you must study on your own.

**Missed classes:**
• Group classes. Missed group classes (for any reason) will not be made up and no refund applies.
• Private classes. A 24-hour cancellation notice is required for private lessons. If cancelled with less than 24 hrs, class will be charged. If you want to cancel a class via e-mail, you must be sure to get a reply from OLÉ. If you do it by phone please take the name of the person taking the message,

Note: Regarding this point the student has the responsibility of studying the subject matter of the day missed.

**Public Holidays 2015:**
Mexican National (Public) holidays will be respected, this means there will be NO classes on these days and the school will remain closed. There are NO refunds or discounts and classes are NOT made up. This includes all our programs except for private lessons. Private lessons will be reschedule by the Academic Department.

- January 1
  - New Year’s Day
- February 2
  - Anniversary of Mexican Constitution
<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>March 16</td>
<td>Benito Juarez's Birthday</td>
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<tr>
<td>April 3</td>
<td>Good Friday</td>
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<tr>
<td>April 4</td>
<td>Holy Saturday</td>
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<tr>
<td>May 1</td>
<td>Labor Day</td>
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<td>June</td>
<td>N/A</td>
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<td>July</td>
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<tr>
<td>August</td>
<td>N/A</td>
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<tr>
<td>September 16</td>
<td>Mexican Independence Day</td>
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<tr>
<td>October</td>
<td>N/A</td>
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<tr>
<td>November 2</td>
<td>All Soul’s Day</td>
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<tr>
<td>November 16</td>
<td>Anniversary of the Mexican Revolution</td>
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<td>December 24</td>
<td>Classes til 3 pm</td>
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<tr>
<td>December 25</td>
<td>Christmas Day</td>
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<tr>
<td>December 31</td>
<td>Classes til 3 pm</td>
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**Homestay:**

- OLÉ’s Cancellation and Refund Policy apply if early leaving or canceling homestay.
- Students who wish to change their homestay must give the School a written notice a week in advance. Change will be granted based on availability.
- All homestay arrangements as well as payments, early leaving or changing homestay must be made directly with the school, not with the host family.
- All homestay situations, problems, etc. must be dealt directly with the school, not with the host family.
- All costs incurred by the student because of activities and invitations with the host family, must be paid by the student.
- Students are not allowed to make phone calls and will be billed for any misuse of homestay telephone.
Students are expected to respect all homestay property and will be billed for any misuse.

- Students are expected to respect all family members, visitors family; as well as to follow the family house rules at all times.
- Neither alcohol nor drugs are allowed at any time in the house. Also, students must consider their behavior when going out.
- Students must advise their host mother, in advance, whenever they will be absent for a meal or return late at night.
- No friends are allowed in the house at any time without the prior permission of the host mother.
- Students must advise OLÉ of their approximate time of arrival to the homestay at least 3 working days before arrival.
- On day of arrival, if student is going to be more than 2 hours delayed they should try calling the host family and advice them of their new arrival time.

Other accommodations:
If other accommodation option is chosen by the student, school will only provide the information but CANNOT be held responsible for any situation concerning other types of accommodation than the homestay. The landlord or hotel management should be responsible and will be the person you should contact in case of a problem.

Cancellation and Refund Policy
- Registration fee is non-refundable.
- Students who cancel their course or are “rejected” (due to visa or entry denial) before starting their classes:
  a. “Program fees” (This concept includes tuition fees, homestay fees, books and cultural classes) are
100% refundable when given written notice up to 10 working days before the course begins.

b. There is a 20% penalty charge on “Program fees” when given written notice less than 9 working days before the course begins.

c. For “No show” students or if written notice is received less than 2 working days before the course begins, the first week of the program (“Program fees”) will be charged and a 20% penalty of the remaining portion of the program will also be charged. The pick-up service will be charged in full.

d. For other services like city tours, fieldtrips, weekend trips, pick-up and drop-off service and other activities: there is a 20% penalty charge for cancellation anytime before the program begins (except for no show in the pick-up service as explained in c).

· Withdrawal after start date.

“Program fees” (this concept includes tuition fees, homestay fees, books and cultural classes) are calculated in complete weeks and part of a week is counted as a full week. The same rules apply if canceling only the homestay.

a. Students who wish to withdraw after they start classes should provide a notice IN WRITTING at least one week (by Friday) prior to the withdrawal date, the final class being also a Friday. Students will be eligible for a refund of the unused portion of their “Program fees” minus a 20% penalty charge. For the other services there is a 30% penalty charge. Books that have been given will not be refunded.

b. If written notice is not given a week in advance, there will be no refund for the remaining portion of that week and the following week will also be charged in full. Students will be eligible for a refund of the rest of the unused portion of their “Program fees” minus a 20% penalty charge. For other services there is a 30% penalty charge. Books that have been given will not be refunded.

c. Students may leave the school and return later with no penalty. Director’s prior approval is necessary.

d. During your stay, if any promotion or special discount is offered to other students these promotions or special discounts will not apply to your initial quotation or payment.
Missed or cancelled classes

a. A 24-hour cancellation notice is required for private lessons. If cancelled with less than 24 hrs, class will be charged.

b. Students who miss their scheduled classes cannot make up the classes or ask for a refund.

c. No refunds or make-up classes are available for all of our group programs missed classes because of National Holidays marked by the school or natural disasters.

The School will send all approved refunds to the party who paid (student, agent, University, School, organization, etc.) within 30 calendar days from the date of the last class. Mail and any bank transfer fees will be deducted.

If student does not follow one or any of the above regulations, the school can expel the student and no refund will be given for the remaining lessons, accommodation, books, fieldtrips, activities or any other payment made.

All Students must sign accepting the “Cancellation & Refund Policy” as well as the “Regulations & Guidelines Policy.”