

INTERNATIONAL LANGUAGE INSTITUTE, MD
A DIVISION OF TRANSEMANTICS, INC
26 NORTH SUMMIT AVE
GAITHERSBURG, MD 20877

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PHONE: 301-527-0600
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PRIVATE, SEMI-PRIVATE TUTORING AND SPECIAL GROUP CLASS TERMS

Cancellation Policy

We agree to inform the client at least 24 hours in advance of a cancellation. The class will be rescheduled based on availability of both the student(s) and instructor.

Private, semi-private and special group classes cancelled by the student(s) (including "no-shows") may be made up only if notice is given by the student to the International Language Institute, MD either by phone (301) 527-0600 or by email to ilimd@transemantics.com at least 24 hours prior to the scheduled class(es) and by noon Friday for any class(es) held on Saturday, Sunday or Monday. If a student fails to cancel on time, full tuition must be paid for the missed class(es). Semi-private and small group classes have to be cancelled by all students enrolled in class, cancellation of just one student is not accepted and does not release that student from paying for the missed class. Classes should not be cancelled with the instructor.

Late Policy

If the instructor is late, class will either be extended for the time delayed, rescheduled, or the time missed will not be charged. If the student is late, the missed time will not be made up. If the student(s) is later than 30 minutes, the instructor is not required to wait and the class will not take place. Full payment will be charged for the session.

Payment

A pre-payment of a minimum of two hours is required to schedule the first session and pre-payment of any session thereafter has to occur before it can be scheduled. No payments are to be made directly to the instructor.

Travel Surcharges

If instruction is taking place off-site, a travel surcharge per session applies. All locations with a Gaithersburg address are subject to a \$10 travel surcharge; all locations outside Gaithersburg and within 15 miles of ILI, MD are subject to a \$16 travel surcharge.

Materials

Instructional materials are not included in the cost of tuition and will be charged separately to the student.

Student Signature/ Date _____

ILI Representative Signature/Date _____