

ENROLMENT AND PROCEDURES.

The enrolment office is open at the following times.

* Monday to Friday 09.30 to 19.30

* Saturday 09.30 to 17:00

- You can enrol your child either in person at our office or by filling in the enrolment form and sending it to us with the appropriate payment to: *Instituto Cervantes, 102 Eaton Square, London SW1W 9AN*. Mark the envelope 'ENROLMENTS'. You can also enrol by phone and pay by credit card.
- Cheques should be made payable to 'Instituto Cervantes'.
- Enrolment is automatic once payment and the application form have been received. Students will be notified in advance if a course has been cancelled. We regret that we cannot accept payment of fees by instalments. Fees are exclusive of books or CDs.

CANCELLATIONS AND REFUNDS

- Students should consider their personal commitments and circumstances before enrolment as we regret that no fees are refundable **under any circumstances** once the course has started. No partial refund can be granted for classes not attended and no postponement can be allowed.
- Cancellations must be made in writing enclosing the receipt, at least one day before the beginning of the course and are subject to a 10% charge of the total course fee.
- La Jolie Ronde and Instituto Cervantes expect good behaviour at all times and reserves the right to ask for the removal of a child whose behaviour is deemed detrimental to the group. No refund will be given in these circumstances.
- The Instituto Cervantes and la Jolie Ronde reserve the right to cancel a course in case of insufficient student numbers or unforeseen circumstances, in which case a full refund will be made.
- The Instituto Cervantes and la Jolie Ronde reserves the right to change teachers during a course. Occasionally trainee teachers may participate in the classes.
- The Instituto Cervantes and la Jolie Ronde reserve the right to change, in exceptional cases, and by giving notice in advance to the parents, the timetable of some class sessions .

MATERIALS

- The activity book and CD are an integral part of the Saturday course and must be **ordered directly** from the La Jolie Ronde Regional Co-ordinator, Joy Jermy, by emailing joy.jermy@blueyonder.co.uk. The cost of the pack is £22.50 and lasts up to one year.