

The Terms and Conditions document outlines the conditions under which Academia Elefun provides its services and is publicly available. For better understanding, the following guide is provided.

- 1. Class Types, Focus, and Mode of Teaching**
- 2. Services**
- 3. Payments and Payment Methods**
- 4. Registration and Enrollment**
- 5. Confirmation and Class Schedules**
- 6. General Attendance and Absences**
- 7. Certificates of Study**
- 8. Refunds**
- 9. Student Visas**
- 10. Authorization for Non-Commercial Use of Image Rights**
- 11. Coexistence**

1. Class Types, Focus, and Mode

Class Type

Classes at Elefun are offered in three formats:

- Group Classes: Conducted with groups of 5 to 8 students depending on classroom capacity.
- Private Classes: Tailored one-on-one sessions between a student and a teacher
- Semi-private class: Ideal for two people of the same level

Focus

Classes focus on at least one of the following skill categories:

- Core Skills: Develops Listening and Reading Comprehension, Oral Expression and Interaction, Written Expression and Interaction, Oral and Written Mediation.
- Oral Skills: Focuses exclusively on the student's oral skills.

Mode

Elefun offers both in-person and online classes.

2. Services and Types of Students

Services

Extension Courses

- **Academic Spanish:** Weekly group classes, studying 2 hours per day from Monday to Friday, totaling 10 hours per week. This program follows our successful curriculum focused on developing Core Skills and Oral Skills, with guiding tools such as the student handbook and homework. The program places students in sub-levels and aims to guide them through each of the levels and sub-levels of Spanish, from A1 to C2, to achieve true language mastery.
- **Conversational Crash Course:** Group classes of 2 hours per day, focusing on oral production and enhancing Oral Skills. It consists of three groups divided by the student's oral production ability: Beginners, Basic, and Intermediate/Advanced. Its goal is to help students overcome any barriers preventing them from speaking Spanish with confidence.
- **Private or Semi-Private Classes:** These classes are tailored to the student's needs regarding weekly hours, study days, and skills to be developed. This program follows our curriculum but is adapted to the specific needs of each student.
- **Survival Spanish:** This service offers students the opportunity to leave the classroom and explore the city of Medellín according to their interests, focusing on learning Spanish for basic needs: food, transportation, entertainment, locations, and shopping.

Academic Programs

An academic program allows certification of one or more levels of the Spanish language according to the Common European Framework (A1, A2, B1, B2, C1, C2). This enables Elefun students to apply for a student visa. These academic programs are recognized by the Medellín Department of Education and ICONTEC - IQNET. This program follows our successful curriculum focused on developing Core Skills and Oral Skills, with guiding tools such as the student handbook and homework.

Cultural Immersion

These are real opportunities for interaction in Spanish in the Colombian context that support the ELE teaching-learning process: language exchanges, tastings of popular flavors, outdoor experiences, and Spanish immersion classes.

Generally, these are free activities open to the general public (local and foreign). Some may incur additional costs for transportation or tickets and require a minimum of 4 registered participants; otherwise, they may be rescheduled.

Types of Students

According to the characteristics of the service we establish three types of students

- **Program Student:** This is a student who enrolls in an academic program and, upon completion, will receive certification of their level according to the Common European Framework.
- **Extension Student:** This is a student who registers for extension courses. Upon completion of the course, they will receive a certificate of attendance.
- **Transition Student:** This is a student from the Academic Spanish program, whether group or private, who has studied according to our academic curriculum and has accumulated sufficient hours to be certified.

3. Payments and Payment Methods

Payment for the requested service must be paid in full before starting classes at Elefun. This payment cannot be transferred to another student.

Prices are indicated in US dollars (USD). The student will decide whether to pay in USD dollars or in Colombian pesos (COP). Prices in other currencies depend on the exchange rate on the day of payment.

Elefun does not accept cash payments.

Online Payments: These are made through a link shared via WhatsApp or email. We offer the following services:

- PayPal: Payments are made in US dollars (USD).
- Wompi: Payments are made in Colombian pesos (COP) according to the exchange rate of the day through Visa, Mastercard, or American Express credit or debit cards.

On-Site Payment: These are made through the designated POS system for payments via mobile or with Visa, Mastercard, or American Express credit or debit cards in Colombian pesos (COP) according to the exchange rate of the day.

Bank Transfer: These are made at the student's request in Colombian pesos (COP) and include all bank transfer fees (including intermediary bank fees).

4. Registration and Enrollment

Minors who wish to access Elefun's services must have authorization from a responsible adult according to the format established by the institution. The minimum age for group extension classes is 16 years, and for private classes, it is 6 years.

The student must notify at the time of registration if they have any particular learning needs. *We reserve the right of admission.*

- Registration

This is the process by which a student enrolls in any service offered by Elefun, and it requires completing the placement test, the registration form, and providing a copy or photo of the student's passport.

If the student indicates they have no prior knowledge, they should start from the first learning unit and will not need to take the placement test. They will not be able to be moved to a higher level than A1.1 without taking the diagnostic test.

- Enrollment

Enrollment is for students in academic programs leading to certification. To finalize enrollment, the registration and regulatory processes must be completed.

All students who indicate having prior knowledge of the language must take the RAP test or present a legal document supporting your level of Spanish.

If the student indicates having no prior knowledge, they should start from the first learning unit and will not need to take the RAP test. They will not be able to be moved to a higher level without taking the diagnostic test.

- If a student does not have the minimum level of Spanish required to follow a specific course, as determined by the placement test and the interview, Elefun reserves the right to switch the student to a suitable course for their level.
- Elefun will advise the student on the suitability of the service types for the student's level based on the information provided, but the student is solely responsible for selecting the service type that best suits them.
- Course slots are subject to availability and may be denied at Elefun's discretion.
- Any service change must be requested within a maximum of two class days after starting the original service. This change will be evaluated by the institution.
- In some circumstances, at the student's request, face-to-face courses may be transferred to online classes or change of venue; this is at the discretion of the Elefun Administration Team and must be confirmed at least 1 week before the class(es).

5. Confirmation and Class Schedules

The institution offers its services from Monday to Friday between 8:00 a.m. and 1:00 p.m. and from 2:00 p.m. to 6:00 p.m. Colombia time (GMT-5).

Class days and times are confirmed with the student via WhatsApp. Confirmations are made whenever the following occur:

- When the student completes the payment for the service.
- If the student renews the service or acquires a different one.
- When the student changes the schedule of their group or private classes.

For online classes, students will receive a link from their teacher via email before their first class.

The student may suspend their classes for a maximum period of 3 months; each case will be evaluated by the administrative team, and Elefun may offer other options for continuity in their studies.

Elefun establishes the rotation of teachers as a pedagogical and administrative strategy so that the student can strengthen their skills with different types of natives. Elefun reserves the right to make changes to the teachers assigned to the class.

6. General Attendance and Absences

- **Attendance**

Students are expected to attend 85% of all scheduled classes. If they have a lower percentage, they will not be given a Certificate of Study or Level Certificate.

- **Justified and Unjustified Absence**

Justified absence is only allowed in case of illness or unavoidable circumstances beyond the student's control. A class can be rescheduled provided that the student presents a legal excuse. It is the student's responsibility to inform the reception of the reasons for their absence.

Unjustified absence is when the student does not attend class without just cause, and it cannot be rescheduled.

- **Cancellations and Rescheduling**

Group classes must be attended from Monday to Friday, and once the week of study has begun, the days the student does not attend cannot be rescheduled.

Private classes can be canceled and rescheduled by informing the reception or through WhatsApp with at least one working day's notice, Monday to Friday from 8:00 a.m. to 6:00 p.m. (GMT-5). If the cancellation is made outside the established time, the student will lose their class (it cannot be rescheduled) and the teacher will record the absence.

If Elefun cancels a class, a substitute class will be organized.

- **National Holidays**

The institution does not provide services on Colombian public holidays, so no classes will be scheduled on those dates. These dates can be found online or with reception at the time of sale.

Therefore, in extension courses, public holidays will not be charged and will be deducted from the total weekly class price.

Elefun's Christmas vacation will take place during the last week of December. The institution will be closed during this period and advanced notice will be given to the students.

- **Punctuality**

The student cannot enter the class if more than 50% of the stipulated time has elapsed. After this period, the student will be marked as absent for that class.

7. Certificates of Study

If a student needs a certificate of studies they must request it directly at the reception of Elefun. The school will only issue an end-of-studies certificate if an attendance of at least 85% has been maintained. Requests for a second visa will also be put on hold if the student's attendance is not satisfactory.

8. Refunds

Elefun will only make refunds in the following cases: (If you are a student with a study visa, please refer to section number 99)

- 100% refund of money

If Elefun is unable to provide the service on the established day and time or at the established level, and it is not possible to reschedule the classes with the student.

- 80% refund of money:**

If a person enrolls in classes but cannot start, an 80% refund of the payment will be made; the other 20% will cover logistical and administrative tasks.

If a student is dissatisfied and seeks a refund, the institution will first attempt to resolve the issue using alternative methods consistent with the original agreement. Should these efforts not meet the student's expectations, 80% of the remaining balance will be refunded. The remaining 20% will be retained to cover logistical and administrative costs.

Refunds take 10 business days to process; this does not include weekends and national holidays.

No refund will be made if the student is not satisfied with the level assigned by the placement test process; in such a case, another diagnostic level test will be granted free of charge.

9. Student Visas

Elefun, as a legal institution with an operating license and programs approved by the Medellín Secretary of Education, has the authority to receive students on a Student Visa. While Elefun offers academic programs, it does not handle visa sales or processing. Students may manage this process independently or seek assistance from an agent or agency, either recommended by Elefun or one they personally trust.

- **Duration**

The following visa periods are the most commonly used by students but it's at the student's discretion to request a visa between 13 weeks (approximately 3 months) and 104 (approximately 24 months) long.

13-week period: equivalent to approximately 3 months with a total of 130 class hours.

26-week period: equivalent to approximately 6 months with a total of 260 class hours.

52-week period: equivalent to approximately 12 months with a total of 520 class hours.

- **Registration**

To start the registration, the student must choose the program duration with which they will stay in Medellín and make the payment for the period in which Elefun will provide the educational service. Once the deposit for the total value of the course is made, the institution will issue the necessary documents for the visa application, and they will be sent via email to the student or to the agent or agency with which they are processing the application.

The institution will register the student in the SIRE (Information System for Reporting Foreigners), and depending on the duration of the service and the current level of the student before their entry, the institution will decide whether to register them in its extension programs or enroll them in an academic program.

In case of delay or rejection of the visa or the application process, Elefun will edit and re-supply the documents once. If the student wishes to reapply for the third time, they must re-enroll in Elefun and pay an administrative fee of \$50 USD or its equivalent in Colombian pesos.

- **Start and End of Study Period**

The student must register with enough time to ensure the acquisition of the visa and meet all the requirements of the Colombian Migration authorities. The Spanish programs that have been used to apply for the student visa must be taken during the time period indicated in the Registration Letter delivered to the Migration Department, detailing the start and end dates.

Once the visa is approved, the student must deliver to the institution a copy of the official visa document and contact the school to start their classes on the date stipulated; if the visa is granted days after the original start date, the student may wait until the following Monday to start their classes, depending on whether they are group or private classes.

Elefun is not responsible for delays beyond its control; if there is a delay in visa approval, the student must wait for full approval before starting their classes, even if the start date recorded on the Registration Letter has already passed.

- **Attendance**

It is the student's obligation to have an attendance greater than 85% during the service of classes; the other 15% will be counted as absence, unjustified absences will result in the student being removed from the SIRE.

For the 13-week period, the 15% equals to 10 absences within the established period.

For the 26-week period, the 15% equals to 20 absences within the established period.

For the 52-week period, the 15% equals to 40 absences within the established period.

- **Justified and Unjustified Absence**

Absences are only justified in case of illness or unavoidable circumstances beyond the student's control, and legal proof justifying the absence must be presented.

Unjustified absence is when the student does not attend class without just cause, and these will directly affect the percentage of absences reported to the SIRE system.

- **Suspension and Disengagement of Service**

When the student accumulates a 15% absence or more, the institution will communicate with them directly, either in person or via WhatsApp, and they will be formally notified by email about their absences with the aim of establishing with the student the reason and solution to their absence and notifying them that they may be removed from the SIRE system, and have their educational service suspended. If after the meeting and/or notification the student continues an unacceptable absence rate, the institution will proceed with the total suspension and disengagement of the service.

It is the student's obligation to report the days they will not attend class, regardless of the type of their absence; therefore, if the student accumulates 10 business days without any contact with the institution, they will receive a formal notification via email that they must continue with their training process. After another 10 business days without receiving a response from the student, the institution will proceed with the total suspension and disengagement of the service.

- **Cancellations and Refunds**

Once the student's visa is approved, classes cannot be canceled or rescheduled, nor can a refund be requested.

These are the only occasions on which refunds of the student visa service will be made:

- In case a student visa application is denied by the government, Elefun will refund 95% of the payment for the service, the other 5% will be used to cover banking commissions, logistics, and administrative tasks.

The notification of the visa denial must be sent to Elefun to proceed with the refund request. These can take up to 10 business days to process after the denial document has been delivered to Elefun.

Refunds will be made to the same account that made the payment for the service. If the payment has been made through an agent, the refund will be made through that agent.

No refund will be made during the following circumstances:

- An incomplete application process where the student has not followed the steps and completed the requirements.
- If fraudulent documents are presented.
- If the student decides to withdraw or suspend the visa application.
- If the student is expelled from the institution for not following its coexistence manual.
- If the student is expelled from Colombia by an authorized authority or government department.
- If the visa is granted to a student and they decide not to study at Elefun.
- If Elefun informs the Colombian Migration authorities that the student has been accepted and they have not started their classes.
- If the student is reported for absence, whether that be lack of class attendance or lack of communication with the institution for 20 days.

10. Authorization for Non-Commercial Use of Image Rights

At Elefun, we constantly record photographic and audiovisual records of various curricular and extracurricular activities. Therefore, when students register, they fill out the Student Registration form, authorizing the use of their image in Elefun's various non-commercial media.

The videos and photographs are used for educational, informative, and exhibition purposes, showcasing the various activities of the institution on Elefun's platforms and venues. The aim is to demonstrate to the world all that we do at the institution as tools for learning Spanish through both indoor and outdoor activities.

These images and photographs are not made with the intention of generating profit or for purposes other than those already stated, and if the student does not wish to grant the right to use their image, they may formally express this in an email to info@elefun.com.co

11. Coexistence

Students must build and ensure the promotion of healthy relationships where respect for their peers, teachers, and staff is present at all times. Behavior and language deemed careless or offensive will result in appropriate disciplinary action in accordance with academic regulations.

****Terms and Conditions**** is a summary of the academic regulations of the Elefun Academy, which can be consulted at the following link:

<https://docs.google.com/document/d/1ANubvLrp6Gq3UCPu2ER8ukqwOnsbVbZj/edit>