

Yanapuma Foundation and Spanish School Payment and Refund Policies - 2011

1.- Payment Policies

We do not ask for any deposit or payment to be made before your arrival here in Quito, but we request that you inform us of any change to your plans that will affect scheduling and accommodation reservations that we may have made on your behalf.

- Payment is due on the first day of classes, or on the first day of each week of classes. Study and Travel programs must be paid in full before departure on the program.
- If you wish to make a payment before your arrival in Ecuador, you can request an invoice be emailed to you.
- Any outstanding balances must be settled before the last day of classes.

- For the convenience of our students and volunteers, Yanapuma offers the following payment methods:
 - Cash payment at the office
 - Uni-Pay, with transfers from local banks from home or by credit card either before you arrive or in our office, using VISA or MASTERCARD.
 - Paypal: Please be aware that you cannot make a Paypal payment from Ecuador, because it will automatically be flagged as a fraudulent payment and returned.

Please Note: In Ecuador, the banking system requires 28 days to process personal checks from international banks, so Yanapuma reserves the right not to receive personal checks as payment. Likewise, Traveller's Checks are not widely used in Ecuador and can be difficult to convert, so Yanapuma reserves the right not to accept Traveller's Checks.

2.- Cancellation Policies

If you need to change or cancel any services booked with Yanapuma, please note the following policies:

- If you booked through an agency, all changes are handled directly through the agency itself, and you must contact them directly regarding financial matters.
- If you booked directly with Yanapuma and paid directly to us please note the following:

- For Spanish classes: If for any reason on any day you are unable to attend classes and only cancel within one hour of the start of class, we will charge you for one hour of classes as we have to compensate the teacher.
- If you are unable to attend classes and give us more than 1 hour of advance warning there will be no charge.
- If you cancel all your classes due to circumstances we will refund your payment minus a 15% charge.
- Our Beginner Group classes and package are sold as weekly units of 20 hours of classes and excursions (if applicable). Students who miss class will not receive a refund for these classes or be offered make-up classes.
- For Volunteers: If you have paid a registration fee for the Volunteer Ecuador Program and decide that you are not happy with your volunteer placement and will not accept an alternative placement, we will refund 50% of the original payment. Please note that each Volunteer Ecuador project has its own policy of refunds and the volunteer will need to deal directly with the community or organization regarding refund for accommodation and other services provided by them.

Homestay Accommodation:

- If the cancellation notice is one week or more in advance there will be no surcharge.
- If the cancellation notice is less than 3 days in advance or less there will be a charge for one day of accommodation.
- If the cancellation notice is 24 hours or less you will be charged for 2 days of accommodation.

Please note: Homestay accommodation includes 2 meals per day. Deductions and refunds will not be issued to students or volunteers not taking one or other meal. Please refer to the document "Yanapuma Arrival Directions" which is available online or by asking **Maria Cabrera**.

REFUND POLICIES

- All refunds will be made from the offices of Yanapuma by check to the student or volunteer. This is an Ecuadorian accounting requirement and the check can be cashed in a local bank.
- Refunds for agency clients will be made by the agency