

Terms and Conditions:

1. Each GSA hour is 60 minutes long, which includes a 10-minute break. A minimum of 2 consecutive hours can be scheduled per day for in-person instruction.
2. Berlitz supervisors may monitor/observe instruction for training and quality assurance.
3. The term of this agreement is noted by program start and end date denoted in the quote/agreement, which can be extended upon written request. Any fees for hours not taken by the end date will be forfeited, unless otherwise extended.
4. Government students may re-schedule private lessons by requesting the change no later than 5:00 p.m. of the business day preceding the scheduled hours. Business days are Monday through Friday, excluding holidays. If notification is received after 5:00 p.m. of the business day, or not at all, the student will be charged for the hours scheduled (and not taken), regardless of the reason for wanting to reschedule. Changes for Monday scheduled hours need to be changed no later than the preceding Friday by 5:00pm.
5. Government students may withdraw at any time during the duration of the contract. Upon written notification by the student, a refund of the remaining balance will be issued to the party who remitted the funds. The remaining balance, including materials and travel costs, (if any), not consumed will be refunded to the party who remitted the funds.
6. Government students may transfer account balances "Domestically" and "Internationally." Account balances transferred "Domestically" represent hours. Account balances transferred "Internationally" represent cash value at the exchange rate and not hours; the number of hours may vary due to rates at destination centers and exchange fluctuations at the time of the exchange rate.
7. The student must attend 80% of the program in order to receive a Certificate of Completion.

AGREEMENT ACCEPTANCE:

Accepting the program indicated in the quote certifies that you have read the terms outlined above and agreed with them.