



49 W 28th Street, FL 3, New York, NY 10001 - Ph (212) 603-9685

Please send back to: [info@speakitalynyc.com](mailto:info@speakitalynyc.com)

DATE \_\_\_\_\_ FULL NAME \_\_\_\_\_  
ADDRESS \_\_\_\_\_ # \_\_\_\_\_  
CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_  
MOBILE PHONE \_\_\_\_\_ HOME \_\_\_\_\_  
COURSE/ CLASS \_\_\_\_\_  
DAY OF THE WEEK \_\_\_\_\_ TIME \_\_\_\_\_

AMOUNT OF PAYMENT \$ \_\_\_\_\_ \*CHECK [ ] VISA [ ] MASTER CARD [ ] AMEX [ ]  
CARD NO. \_\_\_\_\_ EXP. \_\_\_\_\_ CVV \_\_\_\_\_  
NAME ON CARD \_\_\_\_\_  
BILLING ADDRESS (if different) \_\_\_\_\_

\*For payment check, please send to Speakitaly NYC - 49 W 28th Street, FL 3, New York, NY 10001

#### **CANCELLATION POLICY**

##### GROUP CLASSES (ADULTS)

- 1) Level A1.1: All requests for a full refund (minus a non-refundable fee of \$50) must be submitted to Speakitaly NYC by email and be received at least 10 business days prior to the scheduled first day of class. If the request is made within the terms, a prorated monetary refund will be credited to the card used upon enrollment. If after attending the first class, you need to withdraw from the group, we can give you a credit for the remaining classes to use for another group class within 90 days, only when and if the group remains with a minimum number of three students in the class. No refund is given after the first class or for missed classes under any circumstances.
- 2) All other levels (other than A1.1): If you are a current student and your attendance is confirmed by phone or by email authorizing payment, no refund is allowed in any circumstance IF notified after 24 hours of said confirmation/enrollment. No refund for missed classes is allowed. If you are a new student and after attending the first class you need to withdraw from the group, we can give you a credit for the remaining classes to use for another group class within 90 days, only when and if the group remains with a minimum number of three students in the class. No refund is given for missed classes under any circumstances.
- 3) No make-up classes are included in the cost of the course unless agreed upon enrollment. You can buy 2 make-up classes at a discounted rate.
- 4) We may reschedule the start date of a course for a week if we haven't reached the minimum number of students. You will always be informed of the change.
- 5) Speakitaly NYC reserves the right to reassign teachers after a course has started if unforeseen circumstances occur. If a teacher resigns, students are not allowed to request a refund nor they can entertain any paid teaching relationship with such teacher as he/she is bound by a non compete agreement with Speakitaly NYC
- 6) If you purchase a course/class for another person, you are the person who holds responsibility on behalf of such a person.
- 7) Speakitaly reserves the right to cancel a student's enrollment if their behavior is not considered proper or safe for both attendees and the teacher.
- 8) If you sign up for a group course in which only one or two students remain for any given reason after 3 times in a row, the class will change to 1 hour (for 90-minute groups) or 1h30 (for 120-minute groups) as the curriculum to cover will be completed in less time.
- 9) IN PERSON CLASSES: Please arrive 10 minutes prior to your class and no later than 10 minutes after the starting time to avoid interruptions during class. Once the teacher is with the group, we can't guarantee that she/he will be able to hear the doorbell. If you know you will be running late, please let her/him know beforehand.
- 10) ONLINE CLASSES: No attendees other than the registered student are allowed during the lesson.
- 11) PACKAGES RENEWAL: Please be aware that all renewals for private class packages and group courses made by email or phone are subject to the cancellation policy signed upon enrollment.
- 12) If we notice that a payment you authorized didn't go through we reserve the right to charge the card on file or request payment even if you have already completed the term and you are no more enrolled.

##### PRIVATE CLASSES (ADULTS)

- 1) Private class packages must be used within 60 days from the last attended class and will expire after 6 months from purchase. No refund is allowed in any circumstance.
- 2) The fee for private lessons is charged in full if cancellation is made less than 36 hours in advance. Your cancellation must be received during business hours (9AM to 7PM) in order to be considered.

- 3) Speakitaly NYC reserves the right to reassign teachers after a set of classes has started if unforeseen circumstances occur. If a teacher resigns students are not allowed to request a refund nor they can entertain any paid teaching relationship with such teacher as he/she is bound by a non-compete agreement with Speakitaly NYC.
- 4) If you don't like your first class, we will assign you a new teacher and waive that class. We allow up to two changes of teachers.
- 5) If classes are suspended by the student for any reason for longer than 60 days, or if you cancel 3 consecutive classes, Speakitaly NYC reserves the right to reassign teachers and time slots.
- 6) If you arrive late, the teacher will still need to end your class at the time previously scheduled.
- 7) ONLINE CLASSES: No attendees other than the registered student are allowed during the lesson.
- 8) PACKAGES RENEWAL: Please be aware that all renewals for private class packages and group courses made by email or phone are subject to the cancellation policy signed upon enrollment.
- 9) Private packages are refundable only if the request is received within 24 hours of purchase. The starting date must be no later than 6 months from purchase.

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#### ALCOHOL CONSUMPTION AT SCHOOL

Speakitaly NYC neither provides nor condones alcoholic beverages on its premises, nor can be expected to monitor its consumption. Accordingly, subscribing registrants agree not to seek to hold Speakitaly NYC LLC accountable for any injuries, even arguably sustained, caused by the consumption of alcoholic beverages before coming to our premises and when attending a class on our premises. I am responsible for all my actions and I fully understand that I am giving up substantial rights including the right to sue. I acknowledge that I am signing the agreement freely and voluntarily and intend by my signature below to be a complete and unconditional release of all liability to the greatest extent allowed by law.

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#### NYC COVID-19 UPDATED GUIDANCE

To ensure the safety of our staff and students, Speakitaly NYC complies with the updated guidance issued by the City of New York for indoor spaces. You can review the most recent policy at [nyc.gov/keytonyc](https://nyc.gov/keytonyc). As the situation continues to evolve, we reserve the right to cancel/postpone all in-person classes and activities, or to switch to virtual classrooms. No refunds are allowed for such situations. Please review the complete Terms & Conditions of our services for more information.

SIGNATURE \_\_\_\_\_