



PanAmerican
LANGUAGE

¡Aquí sí se aprende!

STUDENT'S RULEBOOK MAY 2026

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This material is intended for the PanAmerican Language students; therefore, it is of a CONFIDENTIAL nature. For this reason, IT IS PROHIBITED by law to photocopy, distribute, publish electronically or share this information with anyone who is not a student, instructor, employee or customer of PANAMERICAN LANGUAGE INSTITUTE, INC.

I. INTRODUCTION

WELCOME TO PANAMERICAN LANGUAGE! In the following pages, we will present the student's rulebook. It is important that you put all your effort into the program so that you can reach the goals you have established for yourself; therefore, obtaining the maximum development possible in the language you are studying. While on PanAmerican Language's premises, it is very important that you strive to speak with your fellow participants, instructors, and administrators in the target language you are learning so that you practice it as much as possible.

REMEMBER THAT THE SUCCESS OF THE COURSE DEPENDS ON YOU!

II. CLASSIFICATIONS (CUSTOMER/STUDENT)

1. **CUSTOMERS** are those that pay for PanAmerican Language's services. Customers are the only ones that can receive the reports, evaluations, and attendance sheets. **THE CUSTOMER WILL ALWAYS BE THE LEGAL ENTITY THAT IS RESPONSIBLE FOR PAYING FOR THE CONTRACTED SERVICES.**
2. **CANDIDATES:** are those people who have taken the placement evaluation but have not yet enrolled. The placement evaluation is valid for one year. A candidate will also be the one with a paid course, but without a signed admission ticket.
3. **STUDENTS:** are those candidates that have been accepted and have an official admission ticket signed by the registrar and the student.

III. SERVICES OFFERED

We offer training in the following languages: English, Spanish, French, Portuguese, German, Japanese, Chinese (Mandarin) and Italian. Depending on the availability of instructors and the number of students interested, we could offer courses in other languages. In addition, we offer courses for children and teenagers through our PALI KIDS (6–12 years old) and PALI TEENS (13–17 years old) divisions. Finally, PanAmerican offers translation and interpretation services consecutively and simultaneously.

IV. ADMISSION TICKET

The admission ticket has an administrative nature and does not constitute proof of payment. When signing the admission ticket, the students acknowledge that they will read this rulebook, and will abide by all of PanAmerican Language's rules, regulations and policies. Instructors and/ or administrators can ask the student to present their **digital admission ticket** to verify the details (date, time, day, etc.) of the course for the which they have enrolled. In addition, the ticket stipulates whether the student 's enrollment has some condition or pending issues. If the enrollment is conditioned, the student will have to resolve the situation so that the condition is lifted before being able to take class. If the situation is not resolved then, student will NOT be able to take and/or start their classes.

V. SCHEDULES AND DURATION

Once the course schedule and duration are established, these may not be altered without the authorization of PanAmerican Language.

VI. COSTS

The cost for the course will be itemized on the customer's invoice. These costs will depend on the type of course, duration, and total number of lessons contracted. In addition, the invoice will have the dates established for the PAYMENT PLAN (if applicable).

VII. PAYMENT METHOD

- A. CORPORATE CLIENTS:** These customers are required to pay the invoice in full before we are able to issue an admission ticket. This payment could be made by check, cash , electronic transfer and/or credit card in our offices or through our virtual store : <https://palishop.com/>
- B. CUSTOMERS:** Combined customers will have to bring the payment from the company before being able issuing the admission ticket. The remainder of the invoice can be paid with the payment plan if the student qualifies.
- C. PAYMENT PLAN:** PanAmerican Language offers its NON-CORPORATE customers the option of paying for their courses in installments. Typically, the total cost of the course is divided into equal payments that expire each month or biweekly. However, the first payment will include the monthly installment plus the registration cost. In order to qualify for the payment plan, the student must present payment guarantees from two (2) different accounts. These could be credit cards (Visa, MasterCard, American Express or Discover) and/or proof a bank account (check, deposit slip or account statement) as their collateral payment. The payment guarantees must belong to the student. However, another person may present their financial guarantees as a codebtor. The co-debtor will fill out and co-sign the payment plan either with both their guarantees or with a second financial guarantee as complimentary to the first student's financial guarantee. We accept debit cards with VISA or MC logo, but the account to this card cannot be used as a financial guarantee.

Payment dates, the total cost of the course, the registration fee, payment plan fee and transportation fee (if applicable) will be itemized on the invoice. The customer will make their payments on the dates established on their invoice. PanAmerican Language is not required to deliver further payment notices (oral nor written) to any customer. If a student does not make their payments on the pre-established dates, PanAmerican Language will then proceed to charge, the overdue payment (s), on the credit card and / or bank account guaranteeing the payment plan.

If PanAmerican Language tries to charge a payment against the bank account or credit card provided by the customer on the Payment Plan Agreement, and

there are insufficient funds, then the student may be removed from the classroom (in person and/or virtual), preventing them access to class, and even revoking their registration. The student will only be able to return to their classes once the payment has been received. However, if it happens on a second occasion (unavailable funds for payment), then the payment option in installments will be revoked, and the student will only be able to return to class once the full payment for the course has been issued. In addition, PanAmerican could deny the Payment Plan option, to this student, for any future course.

The Payment Plan may be revoked, and the outstanding balance charged, at any time at PanAmerican Language Institute, Inc.'s discretion.

In case of returned checks due to insufficient funds, the customer will be responsible for paying PanAmerican Language the amount owed plus a \$35.00 fee. The payment will be in cash, ATH or credit card; we will not accept another personal check. The customer's bank could also impose its own fees or penalties in cases of bad checks.

The customer is the only responsible party for paying the charges and penalties taxed by the bank.

VIII. BOOKS

The cost of the course does not include books. PanAmerican will assign the book(s) according to the course's level. The student will receive this information through an email (with a zoom link) that is sent by zoom@panamericanlanguage.com. They should receive it the night before starting their course. In most cases , the student will be able to buy the books at : <https://palishop.com/> . Once the student has paid in **palishop**, they will receive an email letting them know that their order is ready for pick up. When picking up the order, the student must let us know the number that is attached to their order. The student can also consult local bookstores and/or suppliers online to get their books.

Those students whose books have been prepaid (for example, students sponsored by their companies) must request the books the first week of class at Reception. **Textbooks and workbooks purchased at PanAmerican Language cannot be returned nor exchanged. All sales are final.**

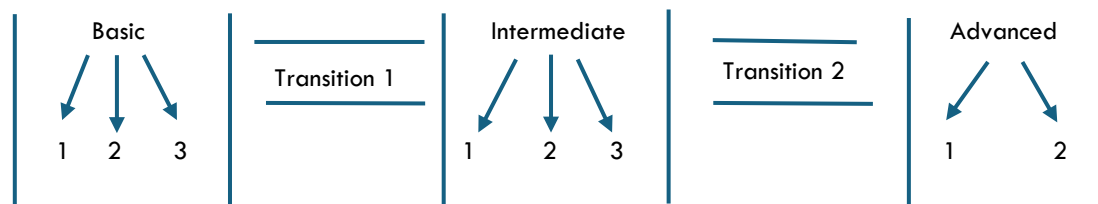
IX. REGISTRATION

All students that pay the registration fee will be integrated into our computerized information system. The registration fee will be determined prior to the start of the course and will only be paid once. If a student takes another course, then they will not be charged again as long as they appear in our systems as a PanAmerican Language former student.

X. LEVELS

The candidates for our courses will be evaluated, by previous appointment, on their oral and written skills. This placement evaluation will determine the candidate's level of knowledge and placement in the corresponding level. Attached is the graphic representing our levels.

Graphic Representation of levels for PanAmerican Language



XI. EVALUATIONS

The instructor may choose to evaluate their group by giving them written tests and oral presentations. During the course, the customer will receive an evaluation done by the instructor indicating the student's progress, number of absences, and suggestions for further development. In addition, at the end of the course, the customer will receive a written evaluation that includes recommendations for future studies, total number of absences and the student's final level.

XII. ASSISTANCE

The student is responsible for attending their class on time and well prepared. Absences, tardiness and lack of preparation negatively affects the course's

effectiveness. If the student is absent more than twenty-five percent (25%) of the total contracted lessons, then they are taking a chance of not developing the necessary skills to advance within their training and/or achieve the goals and objectives of the course. It is important that the student chooses the schedule that minimizes their absences. At the end the course, the student will receive a certificate from PanAmerican Language, as long as they have not been absent more than twenty-five percent (25%) of the total lessons contracted. The certificate may be revoked if the student does not have the minimum required contact hours with their instructor.

The instructor will have an attendance sheet to take each student's assistance at the beginning of class. The student will have to be present at least fifty percent (50%) of total class time so that they are not considered absent. Consequently, the instructor will be required to wait for the student (s) fifty by percent (50%) of the total class time. After that the instructor is relieved of the responsibility for giving that class.

A STUDENT THAT IS ABSENT FROM A GROUP CLASS WILL LOSE THAT CLASS AND WILL NOT BE ABLE TO MAKE IT UP WITH ANY OTHER GROUP AND/OR ON ANY OTHER DAY/TIME.

To maintain control over absenteeism, our corporate clients may request a true copy of the attendance sheet from us.

- A. **GROUP COURSE:** In this type of course, there isn't a cancellation procedure. If a student does not attend class, they will be responsible for covering the material given in that class, including assignments. The instructor is not responsible of the material that the student did not receive because they have missed class (refer to Section XII, Attendance).
- B. **INDIVIDUAL COURSE (Private):** Students, who take their courses as individuals, can cancel up to twenty percent (20%) of the total contracted lessons. If the student wishes to cancel their class, then they must write an email to administration@panamericanlanguage requesting it. If the class is ***held in the morning***, the student must ***cancel their class the day*** before during working hours to receive a makeup class. If the class is ***held during the***

afternoon or evening hours (after 1:00pm), then it must be cancelled by the student ***at least 4 hours in advance***.

If a cancellation is valid, then the student does not lose their class, and a makeup class will be added to the last scheduled date on the sign sheet. If the cancellation is not valid, then it will be considered a forfeit, and the student loses that class.

In addition, the instructor has to wait for the student half the class time (50%). If the student does not show up, then, the class will be considered a forfeit. All cancelled classes must be made up within thirty (30) days after the last scheduled class coordinated in the sign sheet. If the student does not make up their cancelled classes during this period, then, they will be considered as forfeited.

C. COUPLE COURSE (Semi-Private): For a cancellation to be valid in this type of course, both students must agree to cancel. They will be able to cancel no more than twenty percent (20%) of the contracted lessons using the same procedure as the individual course. However, if a student shows up for class and their partner does not, then the student who does not attend class will be considered as absent, and the class will not be made up.

D. CANCELLATION BY THE INSTRUCTOR: PanAmerican Language maintains a policy of keeping instructor's cancellations to a minimum. However, if an emergency arises, and the instructor has to cancel a class, then PanAmerican Language will look for a substitute instructor to replace the assigned instructor. If PanAmerican Language is unable to arrange for a substitute instructor, then the class will be cancelled, and PanAmerican Language will coordinate a makeup class for that specific date (s).

PanAmerican will also contact the students to let them know as soon as possible of the cancellation, and eventually the make-up date, if necessary.

XIV. SUSPENSION OF COURSES

A. GROUP COURSE: In this type of course, there is no procedure for a course suspension. If a student skips class, they will be responsible of material covered in that particular class including assignments. The instructor is not responsible to provide the material that the student did not receive by having missed class (refer to Section XII, Attendance).

B. INDIVIDUAL COURSE (Private): Those students who wish to suspend their individual course for a period of time longer than three (3) weeks will have to do it in writing to administration@panamericanlanguage.com. The suspensions will have a minimum of thirty (30) days and will carry a suspension charge. The charge will be established by the administration and will have a limit of \$300 per each thirty (30) days of suspension. The student has to specify, in their request email the following: 1. the amount of time they wish to suspend the course, 2. if they wish to pay the suspension charge with a separate payment (in which case the suspension will not be valid until the payment is received) or 3. if they want the suspension fee to be deducted from the outstanding credit they would have with PanAmerican Language. If the student wants to suspend their course for less than thirty (30) days, please refer to Section XIII, Part B (*Cancellations-Individual Course*).

C. COUPLE COURSE (Semi-Private): For a couple course suspension to be valid, both students have to agree to the suspension and both have to sign the request letter. The suspension charge will be established by the administration and is limited to \$400 per each thirty (30) days. The same policy will be used as with individual courses individual.

D. SUSPENSION BY PANAMERICAN LANGUAGE: If a serious situation arises such as, but not limited to, some freak atmospheric phenomenon, work stoppage, governmental strike, tremors, earthquakes, pandemics, executive orders or some other situation that puts the students, instructors and/or administrative staff in danger; then the classes will be suspended the necessary time according to PanAmerican Language's criterion. However, make up for these classes will only be possible when offered in the following manner:

- **Courses that started in:**
JANUARY/FEBRUARY/MARCH - No replacement classes will be offered after June 5th of the current year.
- **Courses that started in:**
MAY/JUNE/JULY - No replacement classes will be offered after August 15 of the current year.

- **Courses that started in:**
AUGUST/SEPTEMBER/OCTOBER - No replacement classes will be offered after December 23 of the current year.

Once the replacement classes have been established, the students are responsible for attending class according to the new schedule of days, hours and dates and following the attendance guidelines mentioned in Section XII, Assistance. Any class that cannot be replaced, due to the date limitation stipulated in this clause, PanAmerican will offer the *material not* covered so that the student covers it on their own.

PANAMERICAN LANGUAGE MAY, AT ANY TIME, DECIDE TO OFFER ALL CONTRACTED CLASSES STRICTLY THROUGH THE LIVEONLINE (VIRTUAL) SERVICE. THE STUDENT THAT OPTS OUT OF TAKING CLASSES THROUGH THE SERVICE LIVE ONLINE (VIRTUAL) WILL BE CONSIDERED ABSENT (See Section XII, Assistance).

XV. LATE REGISTRATION

The late enrollment period starts the first day of class and ends when the teacher has given twenty percent (**20%**) of the contracted lessons. **Exact dates vary according to the total number of contracted lessons and the frequency of scheduled weekly classes.** During the late enrollment period, PanAmerican Language may add, change and/or remove students from the group.

The students admitted during the late enrollment period are responsible of the material covered in class prior to their admission to the same. Classes that the instructor has given up to student's late enrollment will not be repeated nor replaced. In addition, the customer will pay for the entire course and will not receive a discount nor credit in lieu of having started the course during the late enrollment period.

XVI. DROP-OUTS AND COURSE CHANGES

The period to request changes or a drop-out from the course starts **the day the student** receives their admission ticket and extends to the drop-out deadline indicated in the admission ticket. Change requests are, at the same time, dropout requests; therefore, the change request is subject to all the policies and restrictions that are explained in this section. Telephone calls or emails to request a drop-out or a change will not be considered as valid requests.

If a student wishes to make a change in their registration (change of group, days or schedule) or drop-out of their course, they will be able to do it but ONLY during the period allotted for changes and drop-outs as explained in the paragraph above.

If a student wishes to make a change, Pan-American Language will attempt to accommodate the student according to their requests. If the change is approved, then the student must first drop-out of their current course. This procedure has a \$20.00 fee to cover the processing expenses. The payment must be made in <https://palishop.com/>. The student will find it under “cuotas” (fees) and it says “cuota de baja” (drop-out fee). Once we have received a payment notification, a link will be sent to the student to fill out requesting the drop-out from their current course. Once the drop-out procedure has been completed, a new Admission Ticket will be prepared with the requested changes.

If the client and/or the student requests a drop-out following these guidelines, and has no outstanding balance, the client or student will be awarded a *nontransferable credit* **valid for one year from the date of their first original drop out date**. The credit will be the equivalent to the number of lessons contracted (i.e. credit for 60 group lessons), and not the monetary value of the received payment.

Furthermore, the student will only be able to present up **to a maximum of two requests for a changes and/or drop-outs**.

In addition, the credit will expire, if not used, within a one-year period (**from the date of their first request for a drop out**) or after the second time the student drops-out.

The customer that has an open balance with PanAmerican Language, will not qualify for this credit. Therefore, if they want to request a drop-out, but have a pending balance, they must settle the amount owed or continue with the payment plan already agreed upon before they are allowed to enroll in a new course and receive a new admission ticket.

IT IS IMPORTANT TO EMPHASIZE THAT THE STUDENT CANNOT REQUEST CHANGES OR DROPOUTS ONCE THE CHANGE AND DROP OUT PERIOD HAS ENDED (WITHOUT EXCEPTION). The deadline will be established in the admission form, and, for students with a payment plan, in their payment plan contract. In addition, each student will be able to present up to a maximum of two requests for change and/or drop out. Even if a year has not elapsed since the date of the first drop out request, the student or customer will not be able to request a change and / or drop out for a third time.

Books purchased WILL NOT BE exchanged nor returned under any circumstance. If a student purchased books, and after making a change or a drop out, needs a different book, then it is their responsibility to obtain the books assigned to their new course. PanAmerican Language will not be responsible for exchanging books in these cases.

PanAmerican Language will not return money, nor will it give a refund nor type of compensation for payments made by customers, students, corporations or family members.

XVII. CONDUCT

To achieve an environment conducive to learning and professional growth, students should observe the following rules:

- **NO FOOD AND/OR DRINK MAY BE BROUGHT IN THE CLASSROOMS.**
- **STUDENTS WILL NOT USE CELL PHONES INSIDE THE CLASSROOM AND WILL TURN THEM OFF TO AVOID INTERRUPTIONS.**

- Students who select to do a presentation of a food/drink recipe will NOT be allowed to bring the food or drink. They will only be able to use PHOTOS and/or the UTENSILS for your presentation.
- Students CANNOT record the classes. Video cameras, audio recorders and digital cameras are PROHIBITED in the classrooms.
- Family members, companions, partners and/or friends will NOT be allowed in the classroom at any time. They will have to wait quietly in reception. If they are under 12 years old, then they may NOT be left unsupervised in any of PanAmerican Language areas.
- Moderate the tone of voice.
- No animals or pets, with the exception of guide dogs, will be allowed in the facilities.
- Avoid absences and/or tardiness that interrupt the learning process.
- Ingesting alcoholic drinks is strictly PROHIBITED.
- Promote an atmosphere of cordiality and mutual respect towards peers, instructors, administrative staff and directors.
- Take care of the facilities.
- Dress appropriately. (Shorts, baseball caps, flip flops, swimsuits, extremely tight clothing, t-shirts or sunglasses are NOT allowed)
- The student that does not comply with the rules of conduct, norms and/or policies that are stipulated in this rulebook or have unacceptable behavior

according to the administration may be expelled. **PANAMERICAN LANGUAGE INSTITUTE, INC. RESERVES THE RIGHT OF ADMISSION.**

XVIII. PARKING

Santa Rosa Mall has ample parking, which is free of cost. The closest parking spots to the center are located on the fourth floor of the multileveled parking building near Burlington. **PanAmerican Language Institute, Inc. is not responsible for any damage to your vehicle and/or any property stolen from it.**

XIX. PALI KIDS AND PALI TEENS

PanAmerican Language offers courses for children and teenagers through our PALI KIDS (6 – 12 years old) and PALI TEENS (13 – 17 years old) divisions. For our students who are minors, there are the following special considerations:

1. Small children (6-12 years old):

- a. The children must come to the center accompanied by a parent or guardian. They will only be allowed to leave the PanAmerican Language facilities in the company of a parent or guardian. The parent and/or guardian has to pick up the child in the reception; they cannot be picked up in the parking area.
- b. Parents and/or guardians must be punctual when picking up their children. PanAmerican Language reserves the right to establish and collect \$20.00 fine from those parents who repeatedly arrive more than fifteen (15) minutes late to pick up their children after finishing class.

2. For youths over 13 years of age, we will allow them to leave the center if we have a release and authorization duly signed by their parents. Without this authorization, the student will not be able, under any circumstance to leave the center without an accompanying adult.

XX. ACTIVITIES

Social celebrations and gatherings such as birthdays, activities, etc. are prohibited in our facilities. Students who wish to gather socially with their classmates should do so outside the premises of PanAmerican properties.

XXI. LIVEONLINE SERVICE

The courses will be offered in two (2) forms. The admission ticket will indicate the way in which the student has enrolled.

- A. **In-person/Hybrid:** The student will have a physical seat assigned to them, in a classroom, situated in the San Patricio Village Center. They will be taking their classes face to face with the instructor. However, if the student travel or work conflicts or if PanAmerican Language opts to offer all the classes virtually (see Section XIV, clause D), they may connect virtually through the ZOOM platform following the Live Online Service Rules.
- B. **100% Live Online (Virtual):** These students will NOT have an assigned seat in the San Patricio Village Center. They will have to connect to all their classes in a remote mode (virtual). These spaces will be limited to five (5) persons per group. If student wishes take the course remotely but all the virtual spaces are sold out, then they will have to enroll in the in-person/hybrid mode even though they are not considering showing up to study at the center in person.

The students that enroll in the in-person/hybrid mode do not need to request a switch to the 100% Live Online (virtual) mode. They will simply continue connecting to their class remotely. On the other hand, those students that wish to switch from the 100% Virtual mode to the in-person/hybrid mode may request the change by writing to administracion@panamericanlanguage.com. Administrative personnel will validate if there are seats available for the in-person/hybrid mode within their group.

If a seat is available, then the student will have to pay the difference in price (based on the course's price at the time the student is requesting the change) in order to process their petition. If a seat is not available, in their group, and the

student wants to change groups, then they will have to follow the Changes and Drop out procedure stipulated in Section XVI of this Rulebook as well as paying the difference in price (based on the course's price at the time the student is requesting the change).

PROCEDURE AND RULES FOR USING THE LIVEONLINE SERVICE

To ensure an effective learning process for ALL the group participants, the virtual student will have to comply with the following rules and regulations:

- The student will need a computer with camera, tablet or smart phone with hearing earphones.
- Create a free account in ZOOM in the following link:
<https://panamericanlanguage.zoom.us/join>
- Download the application to their device and input their free account credentials (username/password). It is very important that the student signs in before clicking on the link.
- The students will receive an electronic email with the code for their group , instructor, dates, days, hours and the link to take their classes . Example:

PALI 221-999 | ENGLISH CLASS LEVEL: INT1 | MW 7:00 PM | INSTR. MARIA RODRIGUEZ

[HTTPS://PANAMERICANLANGUAGE.ZOOM.U/J/1234567 8](https://panamericanlanguage.zoom.us/j/12345678)

- To insure the safety and confidentiality of the group, students must ALWAYS have their cameras on and running.
- It is the student 's responsibility to buy the books and materials needed for class. They can buy them in : <https://palishop.com/> . They must have their books and materials with them whenever they are connected to class. .

- The student will participate in all group activities including conversational activities and oral presentations.
- The student will keep a suitable study environment and will follow all Rules, Regulations and Policies established in the Student's Rulebook, including Section XVII (Conduct). Therefore, they will participate in class sitting at a desk or table. The student will not be able to participate of classes while lying down or in a moving car. In addition, they will maintain the background noise to a minimum. If the student fails to keep an appropriate atmosphere, the instructor may opt to cancel the connection, they will mark the student as absent, and the student will be responsible for the material covered in class.
- **Students cannot record the classes.** In addition, they will not have, nor invite, either physically or electronically any third parties to participate in the Live Online service.
- The student will be marked as "LO" in the group's attendance sheet each time they choose to use the Live Online service.
- The student understands that, if any of the parties does not have internet service or if the connection is unstable, the instructor may decide to end the connection and continue the class. In these cases, the student will be considered absent and Section XII (Attendance) of the Student's Rulebook will apply.
- **The student will only be able to connect to class during the first 20 minutes** as well as working out any video or audio situations. Once these first 20 minutes of class have run out, and the student has not been able to resolve the situation, then the teacher may put them in the "waiting room" until the situation is resolved.

PanAmerican Language will be able to cancel the Live Online service without invalidating the agreements contained in the Student's Rulebook, the Admission Form and the Payment Plan Contract (if applicable).

XXII. RELEASES

An omission to point out a failure to comply or to enforce an obligation and/or responsibility of the student, customer or candidate according to the provisions of this rulebook, shall not to be interpreted as a waiver of their rights or an implicit amendment to it. Any amendment or modification shall appear in a written document authorized by PanAmerican Language Institute, Inc.

Mostly, PanAmerican Language will try to keep the group's components intact, but situations may arise during the course that merit a change. Therefore, **PanAmerican Language Institute, Inc. may coordinate, change, move or adjust any classroom, instructor or student according to the operational needs that could arise during the course.** If PanAmerican Language was to carry out any change, the validity of this rulebook and the payment plan contract will be maintained.

All PanAmerican Language Institute, Inc. instructors sign a contract with confidentiality and non- competition clauses. Therefore, **any instructor working with PanAmerican Language Institute, Inc. cannot be hired in a fraudulent manner nor independently by any student.** Finally, the customer and/or student recognizes that the failure to comply with this clause could cause substantial and irreparable damages to PanAmerican Language Institute, Inc. and could provoke legal action against them and the instructor.

To ensure the quality of service, all classes may be observed by the administrative staff either in person, through a virtual platform (ZOOM, TEAMS, ETC) or through the closed-circuit television system installed in the center.

If any of the rules, policies and/or regulations in this rulebook were declared null, invalid or illegal by any court or competent authority competent, then the other norms, policies and/or rules will maintain all their effectiveness, strength and vigor. If you have any doubts or questions, you can contact us at **(787) 793-4995.**

PHYSICAL ADDRESS

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MAILING ADDRESS

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www.panamericanlanguage.com

