

Orange County Lingual Institute

600 Anton Blvd., Garden Suite B, COSTA MESA, CA 92626
PH (714) 662-5400 / info@oclanguages.com

- HOURS** Monday through Thursday, 10:30 AM to 9:00 PM, Friday, 10:30 AM to 2:30 PM.
- PARKING** The garage is attached to our building with its main entrance on Park Center (Westin Hotel). Use the Park Center entrance to drive into the parking garage and walk out the entrance directly opposite. Once you exit the parking garage, we are to your left. Please park on the upper levels. Parking is free for current students for 2 hours. Bring parking ticket to the Institute to have it scanned for validation.
- REFUND POLICY** Because of the small class size and our commitment to our faculty based on your registration, we enforce the following policy regarding payment, withdrawal and refunds.
- Payment must be made IN FULL before entering the first class. ***There are no refunds in any form.***
 - ***Payments cannot be transferred or postponed to another term.***
 - A registration, fully or partially paid, can be given to a friend, new to the school, who wishes to take a class during the term for which the original student is registered.
 - Class tuition cannot be transferred to private lessons.
- CLASS CHANGES** During the first week of class everyone may only attend the class for which they are enrolled and there are no bonus classes. We can accommodate changes, if there is space, after the first week of class but we are unable to discuss proposed changes until after the first week of classes. Specific Teachers are not guaranteed.
- PRIVATE LESSONS** Please contact the office to schedule. Private lesson tuition is non-refundable. Rescheduling requires 24 hour notice, or, for a Monday lesson, notice must be given on Friday. Students may make 2 schedule changes per 8 lessons. Clients are charged in full for lessons missed or rescheduled late. Clients must speak to an administrator when making any changes and these must be made during business hours; voice messages and emails are not acceptable in this situation.
- HOMEWORK** Clients are encouraged to contact the office for homework assignments when absent.
- VISITORS** Sorry, no visitors of any kind are allowed in class, including spouses, relatives, and children. Adult visitors are welcome to wait for you in our reception area where there are coffee, tea and cookies. **PETS are NOT allowed in any area of the school.** We welcome ADA-qualified service animals that are individually trained to do work or perform tasks for a person with a disability. Animals for comfort or emotional support are not qualified as service animals under the ADA. Service animal fraud is a crime.
- COURTESY** The Orange County Lingual Institute reserves the right to dismiss any student at its discretion for lack of common courtesy or infringement of any rule of the Institute or the building.
- THANK YOU** Your patronage and referrals to family, friends and colleagues have helped our school grow and thrive. Thank You!

Orange County Lingual Institute Bonus Class Policy

Students enrolling at the OCLI are purchasing a specific language class meeting once a week, at an exact day and time. OCLI can only guarantee that a seat will be available in the class for which the student has registered.

OCLI understands that our students' busy lives dictate that occasionally they are unable to attend the class in which they have registered. In order to accommodate these situations, OCLI allows a student to attend another class as a bonus class at no additional charge. These **bonus classes are a gift from OCLI to the students** and OCLI can offer these classes at no additional charges with the following conditions:

1. Only **two** emergency bonus classes can be accommodated per term.
2. **No** bonus classes can be accommodated or discussed the first week of the term; our staff must focus on getting students settled into their classes.
3. Students must register for each bonus class in advance so a notice can be placed on the class roll and so attendance can be checked. To register for a bonus class, please follow the following procedure:
 - **Look at the current schedule on the website, check your calendar for the exact date, and choose the class you would like to attend without asking the office staff for assistance.**
 - Please give us a call Monday through Thursday **before 5:00 p.m.**
 - We will call you back to confirm that there is room in the class that you requested and that we have put your name on the roll. If the requested class is full, then the bonus class will not be allowed unless someone has called in absent. Please remember, we can only accept verbal requests before 5:00 p.m.
 - If staff has not confirmed your bonus class, **you are NOT allowed to enter a class for bonus under any circumstance.**
4. **Once a bonus class has been assigned and noted on the roll it cannot be changed and it counts as one of your two emergency bonus classes allowed per term whether or not you attend the prearranged class. Please make sure you can attend before you sign up.**
5. Homework cannot be given to students for the bonus classes because the school does not have enough staff to handle these detailed requests.
6. Up to 2 bonus classes can be carried over one term as long as the student is enrolled in same language for the subsequent term.
7. Enrollment at OCLI does not include the right to take alternative classes if they are not available. No bonus classes can be taken in classes that are already full. OCLI reserves the right to discontinue this program at any time if the administrative burden becomes too great.

Please remember that bonus classes (1) are never as good as attending your regular class, (2) do not cover the exact same material, (3) usually will be with a different teacher, and (4) do not have to be scheduled for the same week in which you miss class. However, they are greatly beneficial to students as an additional opportunity to continue to learn new things or reinforce already covered knowledge. We continue to be committed to this program and hope that students find it beneficial.