



Orientation Book 2018

Congratulations! If you are reading this, you are taking the first step of your child entering the fun world of Bloom Academy! Our mission is to provide fun and educational activities to those who seek to learn and improve their language skills in small groups with native speakers. This mission is meant to fulfill our vision of a world where language acquisition is enjoyable, useful, and light-hearted.

Below you will find all the information you need to know about our academy, including the rules, admission procedures, schedules and rates, as well as the obligations and rights that each one of you, as clients and their children, have.

I. Admission

1. Bloom Academy will conduct a brief verbal interview with the student to assess their general knowledge and the level of existing English or German. It is not necessary for the child to have any kind of prior knowledge of English/German. This procedure is solely to help us locate each student in the language when we are interacting with them. This will help us to make your child feel as comfortable as possible during the language learning process. For children with low levels of English or German, bilingual instructions will be provided when necessary until they no longer occupy it.

2. In order to complete the admission process, copies of the parents / guardians IDs (IDs or passports) and the child's birth certificate must be provided, and 4 documents must be completed and signed:

- Registration Form
- Health Information Sheet
- Dismissal Authorization List
- Orientation Book 2018 Receipt

3. There is no registration and no materials fee.

4. Each class at Bloom lasts 50 minutes and costs 6,000 colones. Reservations in advance can be made at the request of the client, either by email, phone or WhatsApp. We accept from 1 to a maximum of 10 children per group. We recommend that you pay for a monthly fee so that you can take advantage of discounts.

5. Retaking of classes: If there is an impossibility for which the person in charge can not offer the class on the corresponding date, it will be rescheduled and granted within a period of one month. In the event that the impossibility is presented by a situation of the student, the replacement must be rescheduled within a period of fifteen days following the event. Bloom Academy will not recognize any refund for classes that are not answered within the deadlines set forth above.

II. Hours of operation

Bloom Academy's office hours are from 8:00 AM until 7:00 PM from Monday to Friday, and from 9:00 AM until 4:00 PM on Saturdays, excluding some national holidays, Easter week, and the Christmas period (December 24th, 2018 - January 11th, 2019).

III. Parent/Guardian responsibilities

Parents / guardians are kindly asked to help us in the following way:

- Provide the child's birth certificate and a copy of the parent/guardian's identification document
- Fill out and sign all requested documents (Registration Form, Receipt of Orientation Book 2018, Health Information Sheet and Dismissal Authorization List).
- Provide transportation to and from the academy.
- Bring your child to class on time.
- Pick up your children promptly at the end of the class, as a consideration for the children in the next activity.
- Make full payments in a timely manner, preferably before the start of classes.
- Provide diapers, wet wipes and a change of clothes for younger children.
- If your children are sick, please do not send them to Bloom Academy to protect our staff and other children. If the child feels bad during the time he / she is at the academy, the parents will be notified immediately.
- If someone not authorized on the Dismissal Authorization List will be coming to pick up your child, we can gladly coordinate it if you call us or send an email in a timely manner so that our staff is informed of the change with sufficient anticipation. If you change your email, we ask you to please notify us as soon as possible.

IV. Child's Rights and Obligations

Children are asked to:

- Have fun!
- Enjoy speaking English/German!
- Show respect to other people and care for materials and toys.
- Clean and accommodate your play area.
- Try to maintain a positive attitude.
- Take off your shoes if you are going to enter the game room (Free Play Room)

V. Payments

1. Payments are to be made in full, preferably before the start of class(es) that the student will attend.

2. Payments can be made preferably using cash or via direct deposit to the following accounts under the name Bloom Academy Limitada, Cedula juridica: 3-102-727141

At BAC Credomatic

Cuenta Cliente (colones): 9345 29223

Cuenta cliente (dollars): 9345 29215

Please put the child's full name(s) and last names as a detail on the payment.

3. Payments can also be made via debit or credit card at Bloom Academy.

4. Class reservations are made on a first come- first serve basis. As soon as you make a payment, please send a picture of the receipt either by e-mail or by Whatsapp. If classes are overbooked, reimbursements **will be** issued. If this is the case, the money will be returned to the person who paid last.

VI. Miscellaneous

1. Bloom Academy does not offer food or snacks. Students may bring their own food and drinks to Bloom Academy to consume before or after the class, but not during it. We strongly recommend that snacks be healthy to help with proper concentration during class. In this act, the parents/guardians of the students exonerate Bloom Academy of responsibility in the event of any health problem arising from the consumption of the food brought by the students.

2. Bloom Academy does not have a uniform or dress code for its students.

3. In case of emergency, the father, mother or the person in charge will be notified immediately by the telephone he/she provided us with and in case of not locating him/her, messages will be sent to the other people on the Registration Form or the Dismissal Authorization List. If necessary, the 911 Emergency Service will be called.

4. Bloom Academy will not be responsible for the damage or loss of any item that the child or adult bring. Such items, including electronic devices, will be brought to Bloom Academy at the discretion and under the sole responsibility of the parents/guardians of the child.

5. Bloom Academy has zero tolerance for "bullying" (inappropriate behavior, such as gestures or offensive language, violent behavior, lack of respect for objects or people, or any other inappropriate behavior). If any of these acts are performed by the student, Bloom Academy will proceed as follows:

- First time: There will be a discussion with the child and he/she will be asked to apologize for the behavior.
- Second time: There will be a discussion with the child again and he/she will be asked to apologize for the behavior. The parents will be called to discuss the situation.
- Third time: In addition to asking the student for an apology and having a new conversation with the child and the parents, the parents will be asked to sign a commitment paper where they agree to talk with the child about improving his/her behavior.
- Fourth time: If a fourth situation of this type occurs, Bloom Academy will unfortunately be forced to terminate the relationship with the student, immediately notifying his/her parents of this measure, without the right to reimbursement.

6. This Orientation Book 2018 is not only an informative manual for the Bloom Academy clients, but also constitutes the regulations by which Bloom Academy's teachers, clients and students are governed, constituting as a contract between the parents/guardians of the students and Bloom Academy, with the objective that everyone commits to respect and comply with the rules mentioned in this book. In accordance with the foregoing, the signature of the parent/guardian of the child in this document constitutes expressed acceptance of the content thereof and its implications.

