

**German School Phoenix is committed to their students to provide a quality education in the German language. To maintain our high standards, we strive to keep the student teacher ratio low for a more individualized learning environment. To ensure that we meet the needs of our dedicated students, we follow this Cancellation and Refund Policy:**

**Refund Policy for German School Phoenix**

Unless otherwise specified, the Executive Director must be notified in writing prior to the first day of class to be eligible for a 100% refund. A processing fee applies.

**Canceled Classes**

When a class is canceled by the German School Phoenix, a 100% refund will be made.

**Refund Exceptions**

A written request for a refund exception must be submitted to the Executive Director for withdrawals from a German language class for one of the following reasons: Please note: A refund will be pro-rated for classes completed.

- A. A student with a serious illness, verifiable by a doctor's written statement that the illness prevents the student from attending all classes for the semester.
- B. Serious illness or death of an immediate family member that prevents the student from attending all classes for the semester. Immediate family members include spouse/partner, father, mother, grandfather, grandmother, child, foster child, grandchild, stepchild, sibling, stepsibling, stepfather, stepmother, or spouse's/partner's father, mother, grandfather, grandmother, or in-laws in any one incident. Appropriate documentation must be provided before a refund can be given.
- C. Death of a student. Appropriate documentation must be provided before a refund can be given.
- D. A student in the Armed Forces or the Arizona National Guard who is called to active duty and assigned to a duty station, verifiable by a copy of the orders, will be allowed to receive a refund of tuition.

Copies and Scanned documents will be an acceptable form of verification. All decisions made by the Executive Director or the Board of Directors for the German School Phoenix are final.