

## Payment and Billing Policy

Our Payment and Billing Policy establishes the procedures and rules governing the financial aspects related to enrollment, monthly payments, changes in study plans, and payment agreements.

This policy aims to provide a detailed guide for parents and representatives on the billing processes, including the activation of the academic platform (LMS), payment dates, authorization of automatic debits, and the options available in case of difficulties making payments on time. By following these guidelines, we aim to ensure that all students can continue their education without interruptions while maintaining a clear and fair financial relationship with our institution.

### Enrollment and Tuition

When a student enrolls at LATAM Global School (LGS), they must pay the enrollment fee and the selected study plan. This initial payment activates the student's academic platform (LMS). The LMS activation date will be the assigned date for subsequent monthly payments.

The enrollment fee is paid once at the time of enrollment. If a student withdraws and later decides to resume their studies at LGS, they must repeat the enrollment process and pay the enrollment fee according to the plans available at that time.

### Monthly Payments

Payments are made monthly according to the selected plan. Invoices are generated three days before the payment date, and the billing system will send three notifications to the email provided during enrollment:

1. The first notification indicates the generation of a new invoice.
2. The second notification provides the link to pay the invoice.
3. The third notification includes the detailed information of the invoice.

Additionally, the billing department will contact the representative via WhatsApp three days before the payment date to remind them and provide the payment link.

If the payment has not been registered by the payment date, the billing department will contact the representative to send an additional reminder and resend the payment link.

If the invoice payment is not registered the day after the payment date, the student's academic platform will be temporarily suspended. Additionally, the billing department will contact the representative again via WhatsApp to inform them that the platform has been temporarily deactivated until the payment is regularized.

Once the payment is confirmed, access to the academic platform will be immediately reactivated. When the LMS is deactivated, the monthly fee remains normal, and the representative must pay the full monthly fee, including the time the platform remains inactive due to non-payment.

### **Authorization of Automatic Debit**

Representatives can authorize automatic debit for their billing. To do this, they must save and authorize automatic debits when making their monthly payment. The automatic debit authorization can only be activated from the second monthly payment onwards.

When the representative requests vacations or temporary suspensions according to the [Vacation Request Policy for Students](#) and the [Policy for Requesting Temporary Suspension of the Platform \(LMS\)](#), respectively, the billing department suspends the automatic debit to avoid charges during such suspension. If the representative wishes to reactivate the automatic debit, they can do so with the next monthly payment.

**Note:** Occasionally, the issuing bank suspends the automatic debit, so the representative must reactivate it with the next monthly payment. If the representative links their card by mistake, they can request the removal of the automatic debit with the billing department.

### **Change of Study Plan**

Representatives can request a change of study plan at least five days before the monthly payment date. If the representative makes this request after this period, the change of plan will be applied to the following month.

Parents or representatives can request changes to available plans at any time of the year, as long as the request is made within the established time.

### **Changes in Monthly Payment Dates**

The student's monthly payment date is the same as the platform activation date; however, this date may change under the following conditions:

- When the student requests vacations and the admissions department notifies the representative that the payment date will change due to the requested vacation period.
- When a temporary suspension of the platform is made according to the guidelines established in the Temporary Suspension Request Policy of the Platform (LMS).
- The parent or representative may also request that their payment date be postponed by ten calendar days from the established payment date. These ten days provided by the school will not be charged and can only be requested once per calendar year.

When the payment date is modified or changed, the billing department will notify the representative of the new payment date and leave a note in the payments section of the student's profile.

## Payment Agreements

When a parent or representative cannot make the monthly payment on time, they can request an agreement with the billing department under the following conditions:

- Request the agreement at least one day before the payment date.
- Be up to date with monthly payments.
- Have fulfilled previous payment agreements, if any.
- Payment agreements will not be made in installments.

## Process for Requesting a Payment Agreement

1. Send an email to [pagos@latamglobalschool.com](mailto:pagos@latamglobalschool.com) requesting a payment agreement.
2. The payments department will evaluate the request and respond with the available options for making the agreement.
3. Once the payment agreement is confirmed, the representative must complete the payment agreement request form and send it signed to the payments department via email.
4. The payments department will review everything to ensure it is in order and confirm the finalized agreement.

## Causes for Loss of Payment Agreements

If the representative fails to comply with a payment agreement, the billing department will not allow more payment agreements until five consecutive monthly payments have been made.

The billing department will notify the representative of any breaches of agreements, informing them of the corresponding penalty and the necessary measures to be able to opt for this benefit again.