

Sí Habla Academy — Terms & Conditions

A d/b/a of How Uno, Inc. · Lenexa, Kansas · Updated October 31, 2026

Quick summary

- **Plans:** Starter is 4 sessions for \$249. Full Level is 8 sessions for \$449. Every session is 45 minutes, one-on-one, on Zoom.
- **Payment:** Pay 50% to book your plan; the remaining 50% is due when your plan is completed (by your last session).
- **Rescheduling:** You may reschedule each session **one time**, with at least 24 hours' notice.
- **Used sessions:** A second change, a late cancellation, or a no-show counts as a used session.
- **Refunds:** Full refund before your first session. No refunds for used sessions.
- **Expiration:** Use your sessions within 90 days (Starter) or 180 days (Full Level).

Plans

Starter: 4 sessions for \$249. Full Level: 8 sessions for \$449, including a final fluency conversation and a certificate of completion. Every session is 45 minutes, one-on-one, on Zoom, and every plan starts with a free fit call.

Payment

Pay 50% to book your plan; the remaining 50% is due when your plan is completed (by your last session). We'll send you an invoice for each payment. If the deposit or balance is late, we may pause your sessions until it's paid.

Rescheduling

You may reschedule each session one time, with at least 24 hours' notice by email or text. After that, the new time is final, and any further change or a no-show counts as a used session. If we need to reschedule, it doesn't count against you.

Cancellations & no-shows

Cancelling with less than 24 hours' notice counts as a used session. If you're more than 15 minutes late without letting us know, it's a no-show and the session counts as used. Sessions end on time, even if you join late.

Refunds

If you cancel before your first session, you get a full refund. After that, there are no refunds for used sessions.

Expiration

Starter sessions must be used within 90 days of your invoice date, and Full Level sessions within 180 days. Sessions not used by then expire.

Under 18

Our program is designed for adults. Students under 18 need a parent or guardian to sign these terms and handle payment.

Contact

Jesse Ornelas, Founder · jesse@howunoinc.com · 417-448-4880

Legal basics

Our worksheets, practice prompts, and other materials are for your personal use only, so please don't share or resell them. We use your information only to schedule, bill, and support your sessions, and we never sell it. Our coaching is educational, and we can't promise specific results. If something goes wrong, our liability is limited to what you paid for your plan. These terms are governed by Kansas law.

By paying an invoice or booking a session, you agree to these terms.

Client name: _____

Signature: _____

Date: _____

Parent/guardian (if under 18): _____