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## **General**

### *Cancellation by Spanish Connection*

Should a lesson or lessons be cancelled by *Spanish Connection* due to unforeseen circumstances, then either a credit or refund will be issued for all lessons cancelled.

### *Cancellation by student*

Course fees are not refundable once the lessons have commenced.

### *Invoicing*

Invoices are only issued upon request, should one be required, then please do not hesitate to ask.

### *Material*

Although we provide students with occasional photocopies and other pieces of material it is important that all students buy the textbook and exercise book that we recommend whether for adults or children

## **Private tuition**

### *Payment*

All lessons to be booked and paid for in blocks of six to ten lessons and cost £32 per hour. Payment should precede the first lesson of each block.

### *Cancellation & Rescheduling*

A minimum of 72 hours notice is required or the full fee will apply, this is irrespective of circumstance.

The client will be refunded 40% of the Term fee if notice is received between seven days and 72 hours before the start of the Term.

The client will be refunded 75% of the Term fee if notice at least eight days before the start of the Term.

All phone notifications to be directed to Marta Alvarez on 07766 252 234

Email notifications to [enquiries@spanishconnection.org.uk](mailto:enquiries@spanishconnection.org.uk) or [spanishconnect@aol.com](mailto:spanishconnect@aol.com)

Once the schedule has been agreed, a maximum of two lessons in every six can be rescheduled without charge. Thereafter the full lesson fee will apply.

*\*individual tuition\*\*\*group tuition\*\*\*exam preparation\*\*\*infantil classes\*\*\*after school classes\*\*\*intensive courses\*\*\*translation\*\*\*conversation classes\**



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### **Private Intensive weekly Tuition throughout the year**

Intensive group tuition is paid by the week (Monday to Friday/Saturday) and includes a minimum of 6 hours per week. The cost of these lessons is £25 per hour payable weekly in advance.

After a private intensive week has been reserved, should the student decide to come less of the six hours agreed, then a price increase of £7 will apply per any lesson remaining.

#### *Cancellation & Rescheduling*

A minimum of 72 hours notice is required or the full fee will apply, this is irrespective of circumstance.

The client will be refunded 40% of the Term fee if notice is received between seven days and 72 hours before the start of the Term.

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### **Group tuition**

#### *Payment*

Group lessons are paid for by the term and cost £17 per lesson. Payment should precede the first lesson of each term. Terms last between 10 and 14 weeks as an average.

#### *Cancellation*

A minimum of 72 hours notice is required or the full fee will apply, this is irrespective of circumstance.

The client will be refunded 40% of the Term fee if notice is received between seven days and 72 hours before the start of the Term.

The client will be refunded 75% of the Term fee if notice at least eight days before the start of the Term.

There is no refund given on group tuition once a term has commenced, this is for any amount of lessons missed.

The only exception is for the first lesson of any new term covered by our *peace of mind policy* (please bear in mind that a 10% administration fee will be applied).

#### *Rescheduling*

We highly recommend that you check your commitments prior to enrolling for a term as there is no rescheduling of group lessons and no refunds for missed lessons will be given.

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