

## Terms and conditions between El Sol Spanish Courses and the client and student:

When I subscribe in a course in El Sol Spanish Courses, as a client and a student, I agree on the following terms and conditions:

### **Article 1. Plan for the courses**

The plan is according to the schedule from El Sol Spanish Courses.

### **Article 2. First try class**

The student can have one try class, which will be charged as a single class in case the client doesn't want to continue, or charged as a class of the global invoice in case the student wants to continue.

### **Article 3. Payment**

The payment should be made during the first 3 days, counting from the date of the invoice. El Sol Spanish Courses reserves the right for the participant to deny access to the course in case of late and / or incomplete payment.

Payment in instalments is not possible.

### **Article 4. Duration of the course**

If for any reason the duration of an individual course is longer, after 5 calendar months from the date of the invoice, the classes will be expired.

### **Article 5. Cancellations policy**

Intensive private courses: If the student, for any reason cannot attend the class, should always notify that by message or email to the teacher.

Cancellations made more than 48 hours in advance are possible, the class won't be charged. If the cancellation is made 48 hours in advance or less, then the class will be charged.

Not intensive private courses: If the student, for any reason cannot attend the class, should always notify that by message or email to the teacher.

Cancellations made more than 24 hours in advance are possible, the class won't be charged. If the cancellation is made 24 hours in advance or less, then the class will be charged.

Group courses: If the student, for any reason cannot attend the class, should always notify that by message or email to the teacher. The classes will be according to the plan the teacher sent to the students the first week of the lessons.

#### **Article 6. When a student cannot attend a group class**

With the intention to be with the same level as the rest of the clients, when a student cannot attend a group class, it's possible to do the homework, and give them next week in an email, so the teacher can correct them and give them back to the student.

#### **Article 6. Restitution of paid tuition or remission of fees payable**

Does not occur.

#### **Article 7: Ending of the agreement**

The agreement ends by:

1. Mutual agreement by El Sol Spanish Courses and the client or the student.
2. The end of the course for which the agreement is entered into. The agreement in no event takes counted more than 10 calendar months from the date of the invoice.
3. If the student within the term of this contract is on its own initiative, wholly left.

#### **Article 8: The agreement continues**

When the client or student notifies to the El Sol Spanish Courses and by mutual agreement there's a new course planned and the invoice is paid.

Then all the rules applicable are the same as the beginning.

#### **Article 9: Complaints**

May be sent to the email from El Sol Spanish Courses.

#### **Article 10: Confidentiality**

Any information submitted by the client and the student is treated with confidentiality by El Sol Spanish Courses, the client and the student.