



Spanish Connection
Serious teaching... fun learning
Spanish tuition across London at our premises or yours

www.spanishconnection.org.uk

All phone notifications to: Marta Alvarez, Director, on 0203 651 0949

Email notifications to: info@spanishconnection.org.uk

TERMS AND CONDITIONS

General

Payment for lessons

Lesson fees for the full programme of lessons to be scheduled (including multiple lessons) must be paid for at the time of booking, together with book fees where applicable.

Current fees can be found on our website at www.spanishconnection.org.uk or within the information sent out about lessons. Lesson fees include VAT.

Invoices are issued upon request; please do not hesitate to ask if an invoice is required.

Cancellation of lessons by Spanish Connection Language School Ltd. (SPC)

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

Refunds

Strictly no refunds are given. So please check your commitments before enrolling.

New students - our peace of mind policy guarantees that if there is not complete satisfaction with the first lesson, a full refund will be made, minus the cost of that first lesson.

Group tuition

Terms last on average between 10 and 14 weeks.

Rescheduling

Lessons can be 'frozen' for a maximum of 6 months or transferred to a nominee as long as one full week's notice is given. After this period, any unused lessons will be considered as expired.

Once a term has commenced no cancellation or rescheduling of group lessons are allowed.

We are not able to prorate lessons or transfer unused lesson time to another course.



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Private tuition

Bookings are made in blocks of six to ten lessons

Rescheduling

Once booking/payment has been made but prior to commencing, lessons can be 'frozen' for a maximum of 6 months or transferred to a nominee if a minimum of 48 hours' notice is given. After this period, any unused lessons will be considered as expired.

Once lessons have started, a maximum of two lessons in every six can be rescheduled without charge if a minimum of 48 hours' notice is given.

A full fee will apply to any lessons unattended, irrespective of circumstance.

A full fee will apply to any lessons cancelled within the 48 hour notice period, irrespective of circumstance.

Intensive tuition (minimum 6 hours a week)

These lessons are booked for at least 6 hours per week

Rescheduling

Once booking/payment has been made but prior to commencing, lessons can be 'frozen' for a maximum of 6 months or transferred to a nominee if a minimum of one full week's notice is given. After this period, any unused lessons will be considered as expired.

Once lessons have started, a maximum of two hours can be rescheduled without charge if a minimum 48 hours' notice is given and those lessons are held within the same calendar week