

TERMS AND CONDITIONS



Before starting classes with us, please read the following document carefully. Mark the boxes below when finished reading.

General Cancelation

- Students must cancel by Whatsapp +52 (56) 25 87 50 25 or e-mail support@tuchtlanspanishschool.com 24 hours or more before the class, otherwise the student will be charged for the class.
- If you want to stop classes for a certain period, we can freeze your classes as paid until you're ready to continue. This freeze cannot last longer than 6 months.
- All prices are final, and once paid, you cannot be refunded.
- If an instructor is sick or has an emergency, another teacher will teach the class. If none of our teachers are available to cover the emergency, the class will be canceled, and you will not be charged.

Group Classes

- Group classes are only available in packages.
- If you have previous experience in Spanish, you must take an initial Assessment Class at no extra charge. We will contact you as soon as your classes are paid for or you can e-mail us at support@tuchtlanspanishschool.com to schedule an assessment.
- Classes are scheduled once a week unless the group requests a different dynamic. All students must agree to change the days and times.
- Each Adults group class is 90 minutes long.
- Each Children or Teenagers group class is 60 minutes long.
- The maximum group class size is 4 students and the minimum class size is **2 students**.
- If students cancel 24 hours or more before the class is scheduled and one student remains scheduled for the class, the remaining student will be notified as soon as possible and the class will not be charged.
- If students cancel 24 hours or less (late cancel) before the scheduled class, it will continue as scheduled with the one remaining student.
- After the class, you will receive an e-mail to mention how many classes you have left.

Private Classes

- New students can book an assessment for free. We will contact you as soon as we get you registered for classes and ask if you want to take the assessment, or you can just write us with your needs and requests for the class.
- Each Adult private class is 60 minutes long.
- Each Child and Teenager private class is 50 minutes long.
- After the class, you will receive an e-mail to mention how many classes you have left.

This form must be returned by info@tuchtlanspanishschool.com or Whatsapp +52 (56) 25 87 50 25 , marked, signed and scanned, before you start classes with us.

I have read, agreed and understood all the terms and conditions.

Student / Tutor name and signature.