



TERMS AND CONDITIONS ENROLMENT & REFUND POLICIES

General

1. Classes are taught in Spanish from beginner's level.
2. Ónix-Intercambio Cultural Online School of Spanish reserves the right to rearrange group classes.
3. The lessons are paid for in advance, but you will never lose your private lessons money by changing the class day or time.
4. The times and date of the classes will be confirmed after the payment is made. **All transactions are final. There are no refunds for classes.**
5. We require notice of withdrawal from a course, by text message (WhatsApp) or email, at least three business days before the next lesson begins.
6. Students who have registered for a class may switch it to another class starting on a different date if space is available, provided that you give us a notice of at least three business days before the class you were originally registered for begins. By not giving proper notice, we do not guarantee a new class for you.
7. The students who have missed a group class will be emailed a recording of the missed session. (We do not schedule make-up sessions for group class)
8. The private students who have missed a class may request a make-up session, provided that you give us prior notice that you'll miss the class, and that the make-up session is done during the period of the original class you enrolled in.



9. The school offers group courses if there are at least 2-3 students enrolled with comparable levels of knowledge of the Spanish language. If the student booked a group course and it is not possible to open it because of insufficient enrollment, he/she will be offered an alternative course, which duration in hours will be proportional to the amount paid for the original course.

10. If your lesson does not take place for any reason, we will notify the issue via email and text message (WhatsApp) as soon as possible and the lesson will be reschedule.

Cancellations & Refunds

11. Students should consider their personal commitments and circumstances before enrolment as we regret that **no fees are refundable once the course has started.**

12. Cancellations must be made in writing, enclosing the receipt, at least one day before the beginning of the course and are subject to a 20% administration charge of the total course fee + Banks commissions.

13. Ónix Intercambio cultural Online School of Spanish reserves the right to change teachers during the course, if the need arises.

14. All banking and financial charges resulting from a payment made by the student to the school will be at his/her expense.

Privacy Policy

15. Any and all personal information that is collected during the Registration process will be used for our administration and booking purposes only.

Onix-Intercambio Cultural Foundation

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