

## Spanish Speaking Hub Cambridge - Terms and Conditions

### 1. Course fees

1.1. Enrolment and full payment must be made in advance of attending a course, except when payment by instalments has been agreed upon, on enrolment, with the administrative department. Fees are not subject to VAT. 1.2. For Group classes, the payment must be made for the full term.

1.3. Places are allocated upon receipt of enrolment with full payment.

1.4. The course fee does not include the cost of the textbook you will be required to buy before the first class. Ask administration for more details.

1.5. Payment of the enrolment fees indicates that the student, his/her parents, guardians or carer, agree to the terms and conditions.

### 2. Course policy

2.1. A free evaluation/advice service is provided at the Spanish Speaking Hub by appointment to help you decide which course is best for you.

2.2. If a teacher is unable to attend a class due to illness or personal circumstances, or if they are unable to conduct a remote-learning course due to an equipment or internet failure on our part, we will always do our best to allocate a substitute at the original class time. Where this is not possible, we reserve the right to reschedule the class to another time.

2.3. For online courses, **students must have their webcam on for the duration of the class**. They can use Zoom's virtual background feature if necessary.

2.4. The Spanish Speaking Hub reserves the right **to refuse enrolment or to revoke an enrolment without refund in the event of repeated misbehaviour interfering with the smooth running of the class**.

### 3. Refund requests

3.1. Students are advised to consider their personal commitments before enrolling. Tuition fees are refundable, subject to administrative fees, only if requested in writing and sent to email [info.cam.spanishcentre@gmail.com](mailto:info.cam.spanishcentre@gmail.com)

3.2. For Group Classes: we reserve the right to cancel a course should we feel it to be necessary, in which case all fees will be refunded. In the event of cancellation on your part less, fees are refunded minus an administrative charge of £25.

3.3. For Private Tuition: refunds are granted for private tuition minus an administrative charge of £50. **Any private tuition session that you cancel less than 24 hours beforehand will be charged in full.**

3.4. For group classes: no total or partial refund can be granted for classes not attended or in the case where a student wishes to stop mid-way through a course session.

3.5. For group classes and private tuition: no total or partial refund can be granted for courses where the student's technical equipment fails or is inadequate, or their internet connection becomes inadequate part-way through a course or after the course has begun. Students are advised to check that they have all the necessary equipment and a stable internet connection before the course begins and to download the Zoom application in advance. We recommend using a computer which is in good operating order and fully updated, with a good-quality headset equipped with a microphone, and a webcam (which may be integrated or external).

3.6. Course fees will be refunded in full if a course is cancelled or closed due to an insufficient number of students.

#### **4. General**

4.1. The Spanish Speaking Hub reserves the right **to refuse enrolment or to revoke an enrolment without refund in the event of repeated misbehaviour interfering with the smooth running of the class.**

4.2. The PowerPoint presentations put on Edmodo are **the sole property of the Spanish Speaking Hub.**

4.3. The **Spanish Speaking Hub** grants the right to its students to download the PowerPoint presentations put on Edmodo for their own use. **These documents must not be shared or sent to anybody outside the student's class.**

4.4. In the unlikely event of an incident beyond our control which forces closure of the **Spanish Speaking Hub** or prevents us from delivering our classes (e.g. extreme weather event, generalised internet failure, governmental order or advice from the emergency services), we reserve the right to cancel any courses scheduled for the days concerned, without refund.

4.5. Students are responsible for their own property while on the premises. The **Spanish Speaking Hub** cannot take responsibility for any loss or damage to personal belongings.

4.6. Payment of the enrolment fees indicates that you agree to the terms and conditions in force at the time of payment; we invite you to read these carefully as they may have changed since your last enrolment.

4.7. Any complaints or positive feedback can be made in writing to the Course Director Mayte Romero: [info.cam.spanishcentre@gmail.com](mailto:info.cam.spanishcentre@gmail.com)