

TERMS AND CONDITIONS OF PRIVATE LESSONS

1. The duration of each private class (one session) is 50 minutes.
2. The student must reserve the number and time of the classes he/she wants to use and pay for them all together, at least 24 hours before receiving the first class.
3. The student will be offered the possibility of taking the first class as a "trial class", paying for it independently and also in advance.
4. The price of the private classes will be determined by the school, depending on different factors (number of hours contracted, availability of the teacher, shared or individual classes, etc.). This price will be agreed with the student.
5. The school will provide different methods of payment for private lessons: bank transfer, direct debit, credit card and cash payment.
6. The school will act as an intermediary between the teacher and the student, taking care of all the formalities related to the reservation, organization and payment of the private lessons. The student will communicate directly with the teacher, only during the classes and to receive or send assignments by e-mail info@vivespanish.com.
7. Private classes may be shared if the students wish. The price of the classes per hour and student will be reduced according to the number of people sharing the private classes. In order to share private classes, it will be necessary that the students have a similar level and common objectives, to guarantee a good use of the classes on the part of each one of them.
8. In the case of shared classes, the lack of attendance of any of the students does not exempt that student from paying the corresponding amount for that class.
9. The student must inform the teacher about his/her expectations and objectives to be achieved during the private classes, so that the teacher can design the classes and elaborate the material that best suits the student's needs.
10. Private classes cannot be booked on weekends, holidays or during vacation periods. It will be necessary to adjust to the opening calendar of the school.
11. It will be possible to postpone a reserved class, as long as at least 24 hours notice is given. The student will have a period of one calendar month (from the date initially reserved for the class), to agree a new date that fits the availability of the teacher and make use of the postponed class. After that month, the student will have lost the right to make up the class.
12. If the student cannot use a reserved class and communicates it less than 24 hours in advance, he/she will have lost the class, which will be counted as

received, to prevent the teacher from losing the work time reserved for that student. It will only be possible to make up a class cancelled less than 24 hours in advance, by presenting an official medical certificate or similar.

13.No refunds will be made for private classes booked, unless the school or the teacher has to cancel the classes due to force majeure and it is impossible to find a new date to make them up.

14.In the case of shared private classes, they can only be postponed if all students agree to do so and organize among themselves to inform the school at least 24 hours in advance.

15.Private classes can be booked in person or online. The face-to-face classes will take place within the school facilities and the online classes will be carried out through the platform chosen by the teacher.

16. In case of confinement, the face-to-face classes will automatically switch to online. Such change to online format does not alter the terms and conditions of provision and use of the private lessons service.