



## ONE ON ONE COURSES

### STANDARD SPANISH

PACKAGE	EUR
1 hour	30 €
4 hours	100€ € 25/hour Save 20 €
12 hours	276 € € 23/hour Save 84 €
20 hours	400 € € 20/hour Save 200 €

### EXAMS: IBDP, Spanish B, Ab Initio Spanish, DELE & I/GCSE

PACKAGE	EUR
1 hour	32 €
4 hours	112€ € 28/hour Save 16 €
10 hours	260 € € 26/hour Save 60 €
18 hours	414 € €23/hour Save 162 €
24 hours	499 € €21/hour Save 262 €

## SPECIAL OFFERS\*

**BRING A FRIEND AND GET AN EXTRA CLASS FOR FREE**

**\*Contact us for special or seasonal offers**

### What do the lessons include?

- 1 Session ⇔ 55 minutes
- Free trial session
- E-Learning Platform + Custom material
- Social Activities
- Individualized tracking
- Continuous assessment

## GROUP COURSES

### AB INITIO SPANISH

**Group Course**  
**24 group lessons + 3 ONE ON ONE**

**Price: 300 euro** (save over 250 euro compared to individual pack)

*\*Timings and groups could vary depending the availability and number of students*

### IBDP SPANISH B SL

**Group Course**  
**24 group lessons + 3 ONE ON ONE**

**Price: 320 euro** (save over 200 euro compared to individual pack)

*\*Timings and groups could vary depending the availability and number of students*

## TERMS AND CONDITIONS

### Enrolment Process\*

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- Fill in the booking form and online placement test.
- Make the required deposit.
- Receive booking confirmation letter and invoices.
- Pay full amount of chosen package
- Receive Welcome letter

\*When signing the booking form or on having carried out the payment of reservation, the student accepts the following terms and conditions.

### General

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Our Spanish classes are conducted online through Skype or Zoom with a live teacher, not pre-recorded videos. You may choose from three formats: private lesson (1 student), or group lesson (3 or more students). System requirements include a computer, a stable internet connection, a microphone, a speaker, and an optional webcam.

### Payments

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All classes must be pre-paid to a designated bank account. Classes will only be delivered upon receipt of a solid Proof of Payment. Accepted payment methods include Paypal, Bank Transfer, Credit Card, Debit Card, and ATM deposit. Ensure the exact tuition fees are received, and any transfer charges applicable are covered to avoid deductions from total hours.

### Refunds and cancellation fees

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Cancellation prior to arrival: For all students cancelling over 14 days prior to the course start date, we will refund fees received in full less non-refundable charges (bank charges).

Cancellation after arrival or absence: No refunds of tuition, registration fee or placement fees will be given by the school once the student has started his/her course.

There is no limit of expiration of any of our packages, you can use it around all year long.

### Teacher

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You will be assigned one dedicated tutor for the duration of the program. If unsatisfied with a teacher, a replacement can be arranged. The teacher's role is to teach and assist during class time only.

## **Break**

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Teachers are entitled to short breaks based on class duration.

## **Rescheduling or Cancellation of Classes**

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A class may be rescheduled or cancelled by writing an Email to [cucuspanish@gmail.com](mailto:cucuspanish@gmail.com) or directly to their teacher no later than 24 hours before the original class reservation. A class reservation is considered to be any communication in which the teacher confirms the class. This can be via email, Skype chat or speaking on Zoom. Any cancellation after 24 hours before the class then the full class credit is payable and will not be re-credited. If no rescheduling has been done and a Student fails to attend the class then that will be deemed as though they have attended and they will be charged for that class.

## **Class Scheduling**

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Classes are scheduled by contacting your teacher directly. All classes must be scheduled at least 24 hours in advance.

## **Absence without Notice**

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Absence without notice results in deducted hours, and no replacement or make-up classes are provided.

## **Lateness**

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Lateness is addressed with a sequence of reminders. Teacher lateness results in owed time to the student.

## **Homework**

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Homework is corrected during class time. Additional assistance is limited to class hours.

## **Holidays and days off**

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The student and the teacher will agree in advance about their timetable, lessons and timings. Any change must be advised in advance at least 24 hours before the lesson.

## **Photography & filming**

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Cucu Spanish may take promotional photographs and video footage of students. If students do not wish to participate, we will respect their wishes if we have been notified.

## **Email & Personal Information**

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Your email and personal information will not be sold or shared with any 3rd parties. Upon signing up on the site or filling in the admission form your email and contact information will be stored in our system. This contact information will be used to contact you with regards to scheduling of classes, general correspondence and to inform you of promotions being offered.

## **Communication and Troubleshooting**

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Save contact details for prompt assistance during specified support hours. Prefer official communication via email, Skype chat, phone call, or Skype call to Cucu Spanish Online School.

## **Agreement**

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The use of services implies acceptance of all Terms and Conditions.

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\*Specific programmes upon request (Semester or annual programmes)

\*Prices per person

\*Lesson : 55 minutes (flexibility if required)

\*10% discount for family member or friend