



HOLA AMIGOS TERMS & CONDITIONS

1. Definitions and Interpretations

The 'Company' refers to the 'School' and shall mean Hola Amigos. 'The Student' refers to the person in whose name the booking is made and shall include the person or persons on whose behalf the booking is made. 'Force Majeure' shall mean any event outside the Company's control which prevents the prompt performance of its obligations, including war and civil strife, etc.

The 'Client' shall mean the person or company in whose name the booking is made and shall include the person or persons on whose behalf the booking is made.

The 'Student' shall mean the person or persons participating in the course.

'Force Majeure' shall mean any event outside the Company's control which prevents the prompt performance of its obligations, including war and civil strife, etc.

2. Courses Outlines

10-week courses – 10 hours of lessons, with 1 x 1-hour lessons per week.

5-week courses – 10 hours of lessons, with 2 x 2-hour lessons per week.

1-week courses – 20 hours of lessons, with 5 x 4-hour lessons per week.

3. Entry Requirements

Unless otherwise agreed students are required to be 18 years and over. And unless a complete beginner should complete an level test to indicate their level.

4. In-company training and private tuition

- Private tuition fees are paid in advance in agreed blocks of time.
- Cancellations require a minimum of 24-hours notice. Otherwise, the lesson will not be postponed and so the student will be recorded as missing the lesson.
- Any tuition time that remains unused for 3 months or more is not transferrable.
- A cost for time and travel may apply if the teaching location is beyond Zone 2
- The students are responsible of booking the rooms which the teacher will use.

5. Course books and materials

The student is responsible for buying textbooks or printing the teaching materials.

6. Number of Students

The price of the course will vary regarding the number of students. The maximum number of places on a course is normally 14 students.

7. Public Holidays

If a course takes place on a public holiday, no lessons will take place on that day and the course will be extended.

8. Course Fees

Course fees include VAT.

9. Booking and Payment

No contract is made between the school and the student and no booking is valid until the school has issued a confirmation by e-mail, which will be issued following receipt of a completed payment.

10. Cancellations and Refunds

In the event of cancellation, the following terms will be met.

12-week 10-week and 5-week courses:

- More than 7 days before the course start date: We can offer you a full refund of your course up to one week before the advertised start date, or you can reschedule to a later start date.
- Less than 3 days before the course start date: No refund will be given.
- Any tuition time that remains unused for 3 months or more is not transferrable.

Claiming a refund:

You must contact the School at the time of cancellation, following the stages indicated above, in order to claim any refund. We cannot offer any refunds at all where cancellations are made within 7 days of the start date or once the course has already started. Those who do not attend the rest of their course after the lessons have started cannot claim for a refund at any later stage.

Should the School be unable to run the course, or make suitable alternative arrangements under the Minimum Number of Students policy, the student will receive a full refund.

11. Liability of the School

- We accept responsibility for ensuring that all parts of the course are supplied as described and that all services shall reach reasonable standard unless failure or improper performance is attributable to:
 - a) the fault of the student.
 - b) the unforeseeable or unavoidable actions of an unconnected third party.
 - c) unusual and unforeseeable circumstances beyond the School's control, including force majeure.

12. Alterations by the Student

If the student wishes to change their booking in any way after the confirmation has been issued, they must inform us by email immediately. For further information, please refer to our Cancellation & Refunds policy.

13. Transferring to another course

We can transfer your booking to another course provided that you tell us after your first lesson if you think you need to move up or down a level, if that exists. Otherwise, and unless there is a special reason to change courses, this is limited to once only and must be confirmed by email immediately on stopping your course.

14. Privacy policy

Your personal information

Where you provide personal information, it will be used only for the service you requested.

Your information will only be captured and stored if you have submitted an online form requesting to download content or have requested further information via email.

How your information will be used

- We will only use your information (including personal information) for the purposes of:
 - Dealing with, and responding to you about a comment submitted via an online form or if you have requested to download content from the site utilising online forms;
 - Personalising your visits to the Website and developing the design and style of the Website to improve the services provided to you;
 - Informing you about the latest changes to the Website that you might find interesting;
 - Enabling you to share content with others;
 - Communicating (and personalising such communication) with you_by sending you marketing communications;

- Conducting market research;
- Carrying out statistical, technical and logistical analysis
- We will not disclose your personal data to third parties