



Terms and Conditions for English Language Services

1. Definitions

- **“Contractor”** refers to the student or company contracting English language services.
- **“Service Provider”** refers to the English teacher delivering the services.

2. Free Trial Lesson

- 2.1 A free trial lesson is available once per Contractor and must be agreed in advance by both parties.
- 2.2 The free trial lesson is offered only to students who intend to contract ongoing services.

3. Availability of Services

- 3.1 All classes are subject to the availability of the Service Provider and must be agreed in advance.
- 3.2 Advertisement of services does not guarantee availability, as scheduling depends on demand.

4. Booking, Cancellation, and Rescheduling

- 4.1 Classes must be paid one month in advance, and are offered on a month-by-month basis. Either party can end the contractual relationship, but all classes paid for in advance must be completed.
- 4.2 A minimum of 24 hours’ notice is required for cancellation or rescheduling.
- 4.3 Rescheduling is subject to the Service Provider’s availability.

5. Refund Policy

- 5.1 Classes cancelled with less than 24 hours’ notice are non-refundable.
- 5.2 Prepaid classes are non-refundable except where the Service Provider cancels. Classes can be rescheduled if unforeseen circumstances arise.



5.3 If foreseeable interruptions occur (e.g. holidays, inactivity), these must be communicated before payment. Fees will be adjusted accordingly.

6. Payment Terms

6.1 Payment on the month-by-month basis must be made in full, in advance.

6.2 Fees include applicable VAT (IVA) in accordance with Spanish law for self-employed professionals.

7. Duration and Termination

7.1 Services are provided on a month-to-month basis.

7.2 Either party may terminate the agreement, but all scheduled and paid classes within the current month must be completed.

8. In-Person Classes

8.1 In-person classes are limited to the Barcelona metropolitan area.

8.2 The Contractor must provide a safe, well-lit, and private teaching space (such as a meeting room).

9. Online Classes

9.1 Online classes will take place via Google Meet unless otherwise agreed.

9.2 A 10% discount applies to online classes.

10. Discounts

10.1 Additional discounts may be offered at the Service Provider's discretion.

11. Schedule

11.1 Classes take place Monday–Friday, 08:00–17:00.

11.2 Scheduling is subject to mutual availability.



12. Placement Test

12.1 Students must complete an online placement test before the trial lesson or services begin.

13. Data Protection (GDPR)

13.1 Personal data will be processed in accordance with Regulation (EU) 2016/679 (GDPR).

13.2 Data will only be used for service delivery, communication, and billing purposes.

13.3 The Contractor has the right to access, rectify, and delete their data upon request.

14. Legal Framework

14.1 These terms are governed by Spanish law.

14.2 Any disputes shall be subject to the jurisdiction of the courts of Spain.

15. Acceptance

By contracting the services, the Contractor confirms acceptance of these Terms and Conditions.