

CONTRACT FOR SKYPE CLASSES

between Cambridge Language School S.L. (from now on referred to as CS) and

..... (from now on referred to as the Client)



**CAMBRIDGE
SCHOOL**

Granollers

Plaça de Manel Montanyà, 4

Tel. 93 870 20 01

granollers@cambridgeschool.com

CUSTOMER SERVICE AND COMMUNICATION WITH CLIENT

Hours: Monday to Friday from 08:00 to 21:00 and Saturdays from 09:00 to 13:00. All communication and/or requests will be done by email (skype@cambridgeschool.com) or by phone (+34 93 870 20 01).

SERVICE PROVIDED

Conversation class with a native teacher in English via Skype. Each class lasts 25 minutes. The tutor will give the client their written comments at the end of the class. The client should complete a level test before starting and, in order to contract the classes, should have at least level A2 in English in accordance with the European Framework of Reference.

CANCELLATIONS AND MAKING UP CLASSES

- i) The client should make any changes to class times through the website www.cambridgeschool.com/skype at least 24 hours before the class starts. If CS does not receive notification through the website with enough warning, the client will not be able to reschedule the class.
- ii) If CS needs to change the time of the class, the client will be contacted by email.
- iii) When the client does not appear at the fixed time and has not informed of any delay, the teacher will stay connected until the time the class should finish. Late arrival of the client does not modify the time the class finishes. If at the agreed class time, the tutor is not available or connected, the client should send an email to skype@cambridgeschool.com immediately to communicate the incident. Once the incident has been confirmed, CS will proceed to refund the reserved class.

TECHNICAL MATTERS

- i) If the connection of the client does not work properly and the class cannot be completed, the client will lose the class and will not receive a refund.
- ii) If the connection of the tutor does not work properly, CS will not charge the client for the class and it can be rescheduled.
- iii) The registered client expressly takes responsibility for the cost of providing the required technical means to use the services of CS and, in particular, the necessary hardware and software as well as the telecommunications and data transmission services.
- iv) CS does not guarantee the compatibility of its services with the individual hardware equipment and software of the client.

CHANGE OF TUTOR

CS reserves the right to change the tutor. The client can request a change of tutor by sending an email to skype@cambridgeschool.com if the client is not in agreement with the service provided by the tutor or if the times requested by the client do not coincide with the availability of the tutor.

HANDLING OF DATA

The data about companies and people are entered in a computerized file which belongs to CS for the purpose of handling the services provided by the business. Data will be treated with complete confidentiality and will only be handed over if legally obliged to do so. In any case, in accordance with the organic law 15/99 of 13th December for the protection of personal data, the company has the right to exercise their rights of opposition, access, correction and cancellation, by sending a notification to skype@cambridgeschool.com or in writing to Cambridge School, Plaça de Manel Montanyà 4, 08401 Granollers, Barcelona, Spain.

COMPLAINTS

CS offers complaint forms at the disposal of participants in courses and companies to make any observations or complaints. Under all circumstances these will be addressed to the person in charge of our in-company department and never directly through the teacher. Complaints received in writing will receive a reply in writing from CS.

PAYMENT CONDITIONS

Payment for services provided will be made before the reservation of classes by credit card and when service is provided. Classes purchased will be valid for one year, so if after that time the credit has not been used, the client will lose the right to use it.

Classes purchased cannot be transferred to a third party without the consent of CS.

Any changes to prices will not affect current classes and those that have not been used by the client.



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RIGHT TO REJECT

Only adults who have full capacity to commit themselves to the required conditions according to the current legislation applicable to this case can register.
CS reserves the right to refund any purchased classes that have not been done and to terminate the contract between CS and the client at any time.

ACCEPTANCE OF QUOTE AND CONDITIONS

Signing this contract and the conditions are a necessary requirement prior to providing the services and will be valid until cancellation by CS or the client.

PRICES/REFUND POLICY

Pack of	Price
2 classes	28 €
5 classes	65 €
10 classes	124 €

- i) Any payment for classes can be refunded at 100% of purchase price as long as an email is sent to skype@cambridgeschool.com within 14 days of the purchase date.
- ii) Any classes already done will be charged at the standard rate of a class in the pack of 2 classes.
- iii) No other requests for a refund will be accepted.
- iv) Any refunds will be made in the same way as the original payment. There may be a slight delay depending on the conditions of the bank.

Client,

On behalf of Cambridge Language School, S.L.
NIF B-61104576

Mr/Mrs.

Mrs. Sarah Edge, Director General

ID Number:

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