

Payments, cancellations and refunds

Payments

- ✓ We will work with you in agreeing and organising a payment plan for the duration of the course. We offer some flexibility in enabling you to pay in stages as you proceed through the course. This is particularly beneficial if we work together over a long period of time.
- ✓ For example you can pay us every month. However, in all circumstances, we do require an initial payment for the first five lessons. This needs to be paid ten working days in advance of the course start date.
- ✓ If you book a course within ten working days of the start date this amount needs to be paid immediately.
- ✓ We accept payments in euros or pounds sterling and will invoice you accordingly.

Cancellations and refunds

- ✓ In the event you need to cancel the course we adhere to the following notice periods.
 - Prior to the course starting and the needs analysis session, we will give you a full refund.
 - If you cancel after the needs analysis session and before the first lesson we will give you a refund minus the cost of the needs analysis session and a 30 euro administration charge. This administration charge covers the cost of organising and planning your course.
 - If you cancel once the course has started we will give you a refund minus the cost of the next three lessons.