Spanish lessons with Marta

Cancellation policy



Free changes	Late cancellation	Wait if you don't turn up	To use a pack
24 h notice	100%	15 min	3 months

Hi! So we can both plan ahead, here's how changes and cancellations work:

If you need to change a lesson

- Tell me by email, so we both have it in writing.
- Cancel or move a lesson at least 24 hours before it starts and you pay nothing; we'll find a new time within 2 weeks.
- With less notice, the lesson is charged in full, because I can no longer offer that slot to someone else.
- If you haven't turned up 15 minutes after the start and haven't told me, the lesson counts as taught.
- If you're late, we still finish on time: a 5:00–6:00 pm lesson that starts at 5:10 ends at 6:00.
- Your first late cancellation is on me.

If it's on my side

- If I cancel, you choose: a new time or a refund.
- If I'm late, we'll make up the lost minutes in another session.
- If my connection fails, we redo the lesson at no cost.

Packs and groups

Canceling on time doesn't use a lesson; canceling late does. Use your pack within 3 months of the first lesson. If something comes up, we'll extend it or I'll refund the lessons you haven't used.

Reply **OK** so I know you've seen this.
Thanks for looking after both our time.

Marta Ruiz
marta@example.com