



TERMS AND CONDITIONS - AULAROJA

AulaRoja-ELE offers comprehensive Spanish language instruction in Palma, Mallorca. We provide both in-person group classes and private sessions, available for in-person or online learning. Our physical classes take place at the Cultural Room of Agapea Bookstore, centrally situated in the city, while online sessions are facilitated via the ZOOM platform.

Course Formats:

1. Group Session (2 hours): 30€

These sessions are held twice a week at a consistent time and location. The minimum group size is four people and the price is per person. Levels are subject to availability.

2. Private Sessions (1 hour): 35€ (once a week) / 30€ (twice a week)

The format of these sessions can vary according to the interests and needs of the students, and include the study of Spanish by levels, preparation for the DELE exam or Spanish for specific purposes.

For optimal results, we highly recommend committing to two sessions per week. Please note that maintaining a regular timetable is essential, as flexibility is not always possible.

Payment for the total number of lessons within each month is required within the first week. You have three payment options:

- Bank transfer to the following account number:
(CAIXABANK) ES04 2100 0773 6502 0015 6097
- Bizum transfer to the following telephone number: (+34) 667 919 063
- Cash payment after the **first session of the month**.

All students are entitled to request proof of payment or an invoice if needed. To initiate this process, kindly provide your tax and contact details.

For both private and group classes, please be aware of our cancellation policy:

- The full payment for the total number of sessions the student plans to attend must be made at the start of the month. Should you need to cancel a session, we kindly request at least **24 hours' notice**. Failure to do so will result in the missed session being considered completed.
- Any missed session can be rescheduled within the same month, subject to the **teacher's availability**. For group sessions, kindly note that the option to recover a lesson is available, with the possibility to recover **just one lesson**, and this can be scheduled in the following month.