

TERMS AND CONDITIONS – FRENCH Space

GROUP CLASSES

Enrolment

Your place in a course is secured upon receipt of details (name, contact, course) and full payment of fees. Due to the small size of our classrooms, places in a course are held strictly in order of receipt of above.

Missed Classes

You may make up missed classes by attending another class in that week for no extra charge. There are no guarantees that the exact class will be available. This must be arranged in advance - please contact us by email.

Refunds

Refunds are not possible under any circumstances once a course has started. In the case that numbers are insufficient for a course to proceed, and a suitable alternative course is not an option, a full refund will be given.

Refunds are not possible for missed classes, starting a course late or leaving a course before the end of the Term.

Withdrawals

Withdrawal from a course if made before 12pm midday Friday in the week preceding commencement of Term will incur an administrative fee of 15% (of the current full course fee). No refund will be given if you request to withdraw on or after 12pm midday Friday in the week preceding commencement of Term.

Cancellation of Classes

If a class does not reach the minimum number of students, FRENCH Space reserves the right to cancel a class at any time, or to offer the class for a shorter number of hours. See Small Classes below for minimum numbers. All efforts will be made to contact students affected in good time to make arrangements. This includes the offer of a free transfer to another course in the same or following Term, or a full refund.

Small Classes

Our classes are small with a maximum of 10 students. A minimum of 6 students is required for a class to go ahead. For classes with less than 6 students, FRENCH Space may offer the course at a reduced length, ie: 80% for 4 students and 70% for 3 students.

Public Holidays

No classes will be held on public holidays. Classes that fall on public holidays may be rescheduled, and if not, an alternative class suggested.

PRIVATE AND SHARED CLASSES

Cancellation Policy

A 24-hour cancellation notice is required for all lessons.

If you cancel a class more than 24 hours ahead of time, there is no charge at all and we can help you reschedule the lesson for a different day/time, either before or after the originally scheduled class. If you cancel after that or if you simply do not attend the class, you're charged for 100% of the class.

Should you have any questions please contact us at: frenchspace@outlook.com