

## TAAN PLAYA DEL CARMEN TERMS AND CONDITIONS

- If a course date falls on a holiday, students can either not pay for that date or have class compensated in private lessons.
- Courses are guaranteed until payment is received by the student. We reserve the right not to run a course or level for students who are joining class on Mondays and payment has not been settled. Exceptions though are specified with the school administration.
- Course date can be changed by the student if notice is given for reasons including medical situations, work, etc. Lost lessons in these cases will be provided at a later date.
- Courses can be cancelled free of charge up to 14 days before the starting date. Less than 14 days before the starting date and up to the starting date, we charge a penalty of 2 weeks of the requested course.
- For taxing purposes we can't provide refunds once a course has started, though we can change the dates or provide private lessons in exchange.
- In case of refunds, these are provided in the same way that payment was received.
- Special promotions have fees which are non refundable. In exceptional case of a refund, taken weeks will be calculated at normal rate when subtracting the difference between refunded amount and amount paid.
- Our activities and locations for class at times are weather dependant, safety is our priority.
- If a student is the only student in his/ her class or level, class can be changed from group to private lessons. Students in all cases will receive a value in private class higher than the amount paid for group class.